

UNEMPLOYMENT INSURANCE QUALITY APPRAISAL
FIVE YEAR ANALYSIS, FY 1988 - 1992

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I. INTRODUCTION. This report reviews the performance of the Federal-State Unemployment Insurance (U.I.) system during Fiscal Years 1988 through 1992. The information is presented by function or major activity area and is intended to identify general problem areas as well as specific State problems. Only major or continuing problems are highlighted.

The U.I. Quality Appraisal process is conducted annually to evaluate performance and timeliness in the benefits and tax areas of the U.I. program. State Employment Security Agencies (SESAs) use Quality Appraisal results to identify deficient program areas. Once deficiencies are identified, plans may be formulated to improve performance. These plans are known as corrective action plans and States having deficient program areas are required to submit plans to Regional Offices as part of the Program Budget Plan process.

There are 27 performance indicators in the Quality Appraisal system with established Secretary's Standards (SSs) or Desired Levels of Achievement (DLAs). Eight timeliness indicators are based on SSs and have the impact of law. Of the remainder, 21 indicators are based on DLAs and goals to be achieved rather than required standards. The DLAs are based on Title III of the Social Security Act which mandates ".....proper and efficient administration of such State Law....."

Certain methodologies and terms used in the Quality Appraisal process apply to this five-year report as further described:

1. The term "year" is used to cover 12-month appraisal data for an indicator even though data is collected during different time periods as follows.

Cash Management indicators are based on the fiscal year (October 1 - September 30), Benefit Payment Control indicators on the calendar year and the remaining indicators, unless collected on site, are for the program year (April 1 - March 31). On-site appraisal data is for twelve months prior to the on-site survey and therefore depends on the survey date.

2. Data may not be reported for three indicators in all years. Starting with 1988, States were given the option to defer conducting one or more of the following Quality Appraisal measurements provided the DLA was met for that particular measure in the preceding year. The three affected measurements are:

a. Nonmonetary Determination Performance - Intrastate Separation Issues;

b. Nonmonetary Determination Performance - Intrastate Nonseparation Issues; and

c. Appeals Performance.

3. If a State did not submit data, the abbreviation, INA (information not available) is used. The abbreviation, N/R, refers to a situation in which a State is not required to report.

The methodology used to analyze and present data in this report is described below.

1. Information is organized by major activity area/UI function. That is, indicators are grouped together to provide a meaningful performance picture of the UI system. The categories are:

- Initial Claims Promptness (8 indicators);
- Nonmonetary Determinations Quality and Promptness (3 indicators);
- Combined Wage Claims (1 indicator);
- Appeals Performance and Promptness (5 indicators);
- Benefit Payment Control (2 indicators);
- Tax Accounting and Enforcement (5 indicators);
- Cash Management (3 indicators).

2. Data is examined for all indicators on a National and a State basis. Where information is available, Regional data is also presented (areas in which an average score can be calculated).

Two approaches are used to judge performance results for all of the above indicators. Under the first approach, performance is judged by year and over the five year period in terms of numbers of States meeting Standards and DLAs. The second method of judging performance looks at average performance, by indicator, each year and over the five year period.

An average is determined in one of two ways - an arithmetic average or a median. A National (or Regional) arithmetic average, tends to be used where we are judging service; that is, what the claimant on average is likely to encounter in first Benefit Payments and Appeals timeliness. The second measure, a median, is a measure of typical State performance. This measure tends to be used where State performance is important, e.g., Collection Promptness, Transfer of Funds to the Trust Fund, Field Audit Penetration. A National average can be positively or negatively affected by the change in performance of a high volume State. In calculating National medians, States not

required to report were not included in the calculations. A State was assumed to be below median performance if it did not submit information (INA).

3. Major problems are highlighted to assist Federal oversight. States are listed as having a problem when a performance indicator is missed two or more years of the five study years. When there is a problem in two or more indicators in a function (or work activity), a State is defined as having a problem with that function (e.g., Initial Claims, Cash Management). Finally, when a State has a problem with two or more functions, the State is defined as a problem State. Excellent State performance is noted on an exception basis. That is, if the majority of States have strong performance then only problem States are listed.

4. The report also lists States by function in the following circumstances:

a. Whenever a performance trend occurs (e.g., continued improvement in performance between 1988 and 1992 or, conversely, continuing decreased performance), or;

b. Whenever a performance change (positive or negative) of 5% or more occurs between 1988 and 1992.

5. Statistics used for this analysis are based on State Reports submitted through March 1992. National averages for 1988 and 1989 are an update of those published in the prior comparative summary for fiscal years 1986 - 1989.

II. NATIONAL SUMMARY. In National average performance, the eight indicators related to initial claims show little change over the five year period. Intrastate 14/21 days, Intrastate 35 days, and Interstate 35 days, improved over the period while Interstate 14/21 days, UCFE 14/21 days, UCX 14/21 days, and UCX 35 days, decreased slightly over the period. UCFE 35 days, fluctuated up and down over the period, the 1988 and 1992 scores were the same. The National average score exceeded the SS/DLA in each of the five years in all eight indicators. See graphs on pages 45, 46, and 47.

There are three indicators for nonmonetary determinations and promptness. It is difficult to arrive at conclusions in performance due to the procedure of allowing States to be exempt from the appraisal if they passed the DLA the previous year. The National average performance in intrastate separations fluctuated up and down during the period, exceeding the DLA by a small margin 1989, 1990, and 1991. The National average performance in intrastate nonseparations showed a trend of improvement over the period, being below the DLA in 1988, and increasing 7.6 percentage points by 1992. The National average for intrastate promptness fluctuated up and down during the period, but barely made the DLA in 1988 and 1991. See graphs on pages 45, 47, and 51.

The National average performance in Combined Wage Claims Transfer Promptness shows a definite trend of improvement over the five year period, improving each year from 81.6% in 1988 to 92.5% in 1992, an increase of 10.9% over the period. See graph on page 49.

There are five indicators for Appeals. The indicator for Appeals Performance showed a slight increase, while the indicators for the four appeals promptness measures all showed a decrease. Appeals Performance fluctuated up and down, but increased from 91.8% in 1988 to 93.3% in 1992. Lower Authority Promptness 30 Days, fluctuated up and down, but decreased from 69.9% in 1988 to 55.1% in 1992. Lower Authority Promptness 45 Days, except for a slight increase in 1989, showed a steady decline from 85.4% in 1988 to 74.2% in 1992. Higher Authority Promptness 45 Days, fluctuated up and down during the period, but decreased from 58.1% in 1988 to 55.0% in 1992. Higher Authority Promptness 75 Days, fluctuated up and down during the period, but decreased from 79.2% in 1988 to 77.9% in 1992. See graphs on pages 45, 47, and 51.

There are two indicators for Benefit Payment Control. The National average for Fraudulent Overpayments showed a decline from 76.0% in 1988 to 62.5% in 1992. The National average for

Nonfraudulent overpayments showed a slight decrease from 58.8% in 1988 to 58.6% in 1992. See graphs on pages 48 and 49.

There are five indicators for Tax Accounting and Enforcement. Status Determinations Promptness fluctuated up and down during the period, but increased from 80.9% in 1988 to 84.4% in 1992. Field Audit Penetration 4%, fluctuated up and down during the period, but decreased from 4.0% in 1988 to 3.5% in 1992. Field Audit Penetration 1%, became a requirement in 1989, and since that time has shown a steady increase from 2.1% in 1989 to 2.6% in 1992. Report Delinquency fluctuated up and down during the period, but showed a slight increase from 93.7% in 1988 to 93.8% in 1992. Collections Promptness fluctuated up and down during the period, but showed an increase from 70.5% in 1988 to 79.6% in 1992. See graphs on pages 48 and 50.

There are three indicators for Cash Management. Employer Accounts Promptness showed a steady increase from 91.3% in 1988 to 97.4% in 1992. The measurement for the Clearing Account shows the average number of days funds were on deposit in the clearing account before being transferred to the trust fund. The DLA is a maximum of two days. The national average fluctuated up and down during the period, showing a decrease from 1.5 days to 1.7 days, but still under the DLA. The measurement for Trust Fund Withdrawal shows a steady improvement over the period from 2.4 days in 1988 to 2.0 days in 1992, but this is double the DLA of one day. See graphs on pages 49 and 50.

III. STATE PERFORMANCE. There are seven areas as follows:

1. Initial Claims Promptness
2. Nonmonetary Determinations Performance and Promptness
3. Combined Wage Claims
4. Appeals Performance and Promptness
5. Tax Accounting and Enforcement
6. Benefit Payment Control
7. Cash Management

Problem States (States missing an SS/DLA two or more of the last five years in two or more areas are listed below by Region:

<u>REGION</u>	<u>STATE</u>	<u>FUNCTIONS</u>
I	CT	Appeals Performance and Promptness, Tax Accounting and Enforcement, and Cash Management.
	MA	Nonmonetary Determinations Performance and Promptness, Benefit Payment Control, and Tax Accounting and Enforcement,
	ME	Initial Claims Promptness, Appeals Performance and Promptness, Tax Accounting and Enforcement, and Cash Management
	NH	Initial Claims Promptness, Appeals Performance and Promptness, Benefit Payment Control, Tax Accounting and Enforcement
	RI	Initial Claims Promptness, and Cash Management
	VT	Benefit Payment Control, and Cash Management
II	NJ	Nonmonetary Determinations Performance and Promptness, and Tax Accounting and Enforcement
	NY	Initial Claims Promptness, Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, Benefit Payment Control, and Tax Accounting and Enforcement
	PR	All seven areas
III	VI	All seven areas
	DC	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, Benefit Payment Control, Tax Accounting and Enforcement, and Cash Management
	DE	Appeals Performance and Promptness, and Tax Accounting and Enforcement
	PA	Appeals Performance and Promptness,

		Benefit Payment Control, and Tax Accounting and Enforcement
IV	GA	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, Tax Accounting and Enforcement, and Cash Management
	TN	Nonmonetary Determinations Performance and Promptness, and Benefit Payment Control
V	IL	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, Benefit Payment Control, Tax Accounting and Enforcement, and Cash Management
	IN	Initial Claims Promptness, Nonmonetary Determinations Performance and Promptness, Benefit Payment Control, and Tax Accounting and Enforcement
	MI	All seven areas
	MN	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, Tax Accounting and Enforcement, and Cash Management
	OH	Initial Claims Promptness, Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, and Tax Accounting and Enforcement
	WI	Appeals Performance and Promptness, and Tax Accounting and Enforcement
VI	AR	Nonmonetary Determinations Performance and Promptness, Benefit Payment Control, Tax Accounting and Enforcement, and Cash Management
	NM	Nonmonetary Determinations Performance and Promptness, and Benefit Payment Control
VIII	CO	Appeals Performance and Promptness, and Tax Accounting and Enforcement
IX	AZ	Nonmonetary Determinations Performance and Promptness, and Appeals Performance and Promptness
	CA	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, and Tax Accounting and Enforcement
	NV	Benefit Payment Control, and Tax Accounting and Enforcement
X	AK	Nonmonetary Determinations Performance and Promptness, and Appeals Performance and Promptness

ID	Nonmonetary Determinations Performance and Promptness, Appeals Performance and Promptness, and Cash Management
WA	Initial Claims Promptness, Nonmonetary Determinations Performance and Promptness, and Benefit Payment Control

States showing an increase in performance of 5% between 1988 and 1992 are listed below:

<u>REGION</u>	<u>STATE</u>	<u>FUNCTION</u>
I	CT	Appeals Performance
	MA	Intrastate Separations; Intrastate Nonseparations; Higher Authority Appeals, 45 Days; and Nonfraud Recovery
	ME	Intrastate Separations, CWC Wage Transfer Promptness, and Appeals Performance
	NH	Intrastate Separations, Intrastate Nonseparations, CWC Wage Transfer Promptness, Appeals Performance, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Collections Promptness
	RI	Intrastate Separations, Intrastate Nonseparations, CWC Wage Transfer Promptness, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Nonfraud Recovery
	VT	Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; and Collections Promptness
II	NJ	Intrastate Separations, Appeals Performance, Higher Authority Appeals, 45 Days; Status Determinations Promptness, and Nonfraud Recovery
	NY	Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Collections Promptness, and Employer Accounts Promptness
	PR	Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Intrastate Promptness, 35 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCFE Promptness, 35 Days; Initial Claims UCX Promptness, 14/21 Days; Higher Appeals, 45 Days; Higher Authority Appeals, 75 Days; Collections Promptness, and Employer Accounts Promptness

III

VI Intrastate Separations, and CWC Wage Transfer Promptness

DC Intrastate Nonseparations, Intrastate Promptness, Appeals Performance, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Status Determinations Promptness, and Fraud Recovery

DE Intrastate Promptness, CWC Wage Transfer Promptness, Status Determinations Promptness, Employer Accounts Promptness, and Fraud Recovery

MD Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 41/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, Intrastate Promptness, Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; and Higher Authority Appeals, 75 Days

PA Intrastate Nonseparations, CWC Wage Transfer Promptness, and Collections Promptness

VA Intrastate Nonseparations, Intrastate Promptness, CWC Wage Transfer Promptness, Status Determinations Promptness, Collections Promptness, Employer Accounts Promptness, and Fraud Recovery

WV Intrastate Promptness, CWC Wage Transfer Promptness, Appeals Performance, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Nonfraud Recovery

IV AL Initial Claims Interstate Promptness, Intrastate Separations, Intrastate Nonseparations, Higher Authority Appeals, 75 Days; and Fraud Recovery

FL CWC Wage Transfer Promptness, and Nonfraud Recovery

GA Employer Accounts Promptness, and Fraud Recovery

KY Collections Promptness

MS Intrastate Promptness, CWC Wage Transfer Promptness, Higher Authority Appeals, 45 Days; and Collections Promptness

NC Initial Claims Intrastate Promptness, CWC Wage Transfer Promptness, Status Determinations Promptness, Collections Promptness, and Fraud Recovery

	SC	Initial Claims Interstate Promptness, CWC Wage Transfer Promptness, Fraud Recovery, and Nonfraud Recovery
	TN	Appeals Performance, Lower Authority Appeals, 30 Days; Higher Authority Appeals, 45 Days; Collections Promptness, and Fraud Recovery,
V	IL	Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; CWC Wage Transfer Promptness, Higher Authority Appeals, 75 Days; Collections Promptness, Fraud Recovery, and Nonfraud Recovery
	IN	Appeals Performance, Collections Promptness, Fraud Recovery, and Nonfraud Recovery
	MI	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 35 Days; Intrastate Separations, CWC Wage Transfer Promptness, Appeals Performance, Lower Authority Appeals, 45 Days; Status Determinations Promptness, Report Delinquency, Collections Promptness, Employer Accounts Promptness, Fraud Recovery, and Nonfraud Recovery
	MN	Initial Claims Interstate Promptness, 14/21 Days; Intrastate Separations, Intrastate Nonseparations, Higher Authority Appeals, 45 Days; and Status and Determinations Promptness
	OH	Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 35 Days; Intrastate Nonseparations, Employer Accounts Promptness, Fraud Recovery, and Nonfraud Recovery
	WI	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 35 Days; Intrastate Separations, Intrastate Nonseparations, CWC Wage Transfer Promptness, Collections Promptness, and Fraud Recovery
VI	AR	Initial Claims Interstate Promptness, 35 Days; Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, Higher Authority Appeals, 45 Days; and Fraud Recovery

	LA	Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, Fraud Recovery, and Nonfraud Recovery
	NM	Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, Appeals Performance, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Fraud Recovery
	OK	Initial Claims Intrastate Promptness, 14/21 Days; Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, Appeals Performance, Status Determinations Promptness, Fraud Recovery, and Nonfraud Recovery
	TX	Initial Claims UCFE Promptness, 14/21 Days; Intrastate Separations, and Nonfraud Recovery
VII	IA	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Nonseparations, Intrastate Promptness, CWC Wage Transfer Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Collections Promptness, and Nonfraud Recovery
	KS	Intrastate Nonseparations, Lower Authority Appeals, 45 Days; and Higher Authority Appeals, 45 Days
	MO	Intrastate Separations, CWC Wage Transfer Promptness, Higher Authority Appeals, 45 Days; Collections Promptness, and Fraud Recovery
	NE	Initial Claims UCFE Promptness, 14/21 Days; Intrastate Nonseparations, CWC Wage Transfer Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Employer Accounts Promptness, and Fraud Recovery
VIII	CO	Intrastate Nonseparations, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Status Determinations Promptness, and Collections Promptness
	MT	Intrastate Separations, Appeals Performance, Higher Authority Appeals, 75 Days; and Fraud Recovery
	ND	Initial Claims UCX Promptness, Fraud Recovery, and Nonfraud Recovery
	SD	Initial Claims UCX Promptness, Lower

		Authority Appeals, 30 Days; Higher Authority Appeals, 45 Days; and Fraud Recovery
	UT	Intrastate Separations, Intrastate Nonseparations, CWC Wage Transfer Promptness, Higher Authority Appeals, 45 Days; Status Determinations Promptness, and Fraud Recovery
	WY	Intrastate Separations, Intrastate Promptness, Appeals Performance, Collections Promptness, and Fraud Recovery
IX	AZ	Intrastate Promptness, and Employer Accounts Promptness
	CA	CWC Wage Transfer Promptness, Higher Authority Appeals, 75 Days, Collections Promptness, and Fraud Recovery
	HI	CWC Wage Transfer Promptness, Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Status Determinations Promptness, and Employer Accounts Promptness
	NV	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Fraud Recovery
X	AK	Intrastate Promptness, Appeals Performance, and Collections Promptness
	ID	Initial Claims Interstate Promptness, 14/21 Days; Intrastate Promptness, Initial Claims UCFE Promptness, 14/21 Days; Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Status Determinations Promptness, Collections Promptness, Fraud Recovery, and Nonfraud Recovery
	WA	Initial Claims UCFE Promptness 14/21 Days; Appeals Performance, Lower Authority Appeals, 30 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Status Determinations Promptness, Collections Promptness, and Nonfraud Recovery

States showing a decrease in performance of 5% or more between 1988 and 1992 are listed below:

<u>REGION</u>	<u>STATE</u>	<u>FUNCTION</u>
I	CT	Initial Claims Interstate Promptness, 14/21 Days; Intrastate Nonseparations,

		Intrastate Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Fraud Recovery, and Nonfraud Recovery
	MA	Intrastate Promptness, CWC Wage Transfer Promptness, Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days
	ME	Initial Claims Interstate Promptness, 14/21 Days, Initial Claims Interstate Promptness, 35 Days; Initial Claims, UCFE Promptness, 14/21 Days, Intrastate Nonseparations, Intrastate Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 days; and Nonfraud Recovery
	NH	Initial Claims UCX Promptness, 14/21 Days; Intrastate Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Fraud Recovery, and Nonfraud Recovery
	RI	Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCFE Promptness, 35 Days; Intrastate Promptness, Appeals Performance, Collections Promptness, Employer Accounts Promptness
	VT	Initial Claims Interstate Promptness, 14/21 Days; Intrastate Promptness, Lower Authority Appeals, 30 Days; Higher Authority Appeals, 45 Days; Fraud Recovery, and Nonfraud Recovery
II	NJ	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 35 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, Intrastate Promptness, Higher Authority Appeals, 45 Days; Collections Promptness, Employer Accounts Promptness
	NY	Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, CWC Wage Transfer Promptness, Appeals Performance, Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; Fraud Recovery, and Nonfraud Recovery
	PR	Intrastate Separations, Intrastate

		Promptness, CWC Wage Transfer
		Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Fraud Recovery, and Nonfraud Recovery
III	VI	Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Initial Claims UCX Promptness, 35 Days; Intrastate Promptness, Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Status Determinations Promptness, Report Delinquency, Collections Promptness, Fraud Recovery, and Nonfraud Recovery
	DC	Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCFE Promptness, 35 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, CWC Wage Transfer Promptness, Lower Authority Appeals, 30 Day; and Lower Authority Appeals, 45 Days
	DE	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 35 Days; Lower Authority Appeals, 30 Days; Higher Authority Appeals, 45 Days; and Higher Authority Appeals, 75 Days
	MD	Fraud Recovery
	PA	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Appeals Performance, Lower Authority Appeals, 30 Days; and Lower Authority Appeals, 45 Days
	VA	Initial Claims Interstate Promptness, 14/21 Days; Lower Authority Appeals, 30 Days, and Lower Authority Appeals, 45 Days
IV	AL	Intrastate Promptness, and Appeals Performance
	FL	Intrastate Separations, Intrastate Nonseparations, Intrastate Promptness, Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority

Appeals, 45 Days; Higher Authority
 Appeals, 75 Days; Collections
 Promptness, Employer Accounts
 Promptness, and Fraud Recovery
 GA Intrastate Separations, Intrastate
 Nonseparations, Intrastate Promptness,
 Lower Authority Appeals, 30 Days; Lower
 Authority Appeals, 45 Days; Higher
 Authority Appeals, 45 Days; and Higher
 Authority Appeals, 75 Days;
 KY Initial Claims Intrastate Promptness,
 14/21 Days; Initial Claims Interstate
 Promptness, 14/21 Days; Initial Claims
 Interstate Promptness, 35 Days; Initial
 Claims UCFE Promptness, 14/21 Days;
 Initial Claims UCX Promptness, 14/21
 Days; Intrastate Separations, Intrastate
 Nonseparations, Intrastate Promptness,
 Lower Authority Appeals, 30 Days; Lower
 Authority Appeals, 45 Days; Higher
 Authority Appeals, 45 Days; Fraud
 Recovery, and Nonfraud Recovery
 MS Initial Claims Interstate Promptness,
 14/21 Days; Initial Claims UCFE
 Promptness, 14/21 Days; Initial Claims
 UCX Promptness, 14/21 Days; Intrastate
 Separations, Lower Authority Appeals,
 30 Days; Fraud Recovery, and Nonfraud
 Recovery
 NC Initial Claims UCFE Promptness, 14/21
 Days; Intrastate Separations, Intrastate
 Nonseparations, Appeals Performance,
 Lower Authority Appeals, 30 Days; Lower
 Authority Appeals, 45 Days; Higher
 Authority Appeals, 45 Days; and Higher
 Authority Appeals, 75 Days
 SC Intrastate Nonseparations, Higher
 Authority Appeals, 45 Days; Higher
 Authority Appeals, 75 Days; and Status
 Determinations
 TN Initial Claims Interstate Promptness,
 14/21 Days; Intrastate Nonseparations,
 and Intrastate Promptness
 V IL Initial Claims Interstate Promptness,
 14/21 Days; Intrastate Nonseparations,
 Lower Authority Appeals, 30 Days; and
 Lower Authority Appeals, 45 Days
 IN Initial Claims UCX Promptness, 14/21
 Days; Intrastate Separations,
 Intrastate Nonseparations, Intrastate
 Promptness, Higher Authority Appeals,
 45 Days; and Higher Authority Appeals,

		75 Days
	MI	Initial Claims UCX Promptness, 14/21 Days; Intrastate Nonseparations, and Intrastate Promptness
	MN	Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Fraud Recovery, and Nonfraud Recovery
	OH	Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, Intrastate Promptness, CWC Wage Transfer Promptness, Lower Authority Appeals. 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; and Higher Authority Appeals, 75 Days
	WI	Lower Authority Appeals, 30 Days; Fraud Recovery, and Nonfraud Recovery
VI	AR	Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; CWC Wage Transfer Promptness, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Status Determinations Promptness, Collections Promptness, and Nonfraud Recovery
	LA	Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Collections Promptness
	NM	Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Lower Authority Appeals, 30 Days; and Higher Authority Appeals, 45 Days
	OK	Lower Authority Appeals, 30 Days; and Lower Authority Appeals, 45 Days
	TX	Initial Claims Interstate Promptness, 14/21 Days; and Lower Authority Appeals, 30 Days
VII	IA	Intrastate Separations, and Employer Accounts Promptness
	KS	Lower Authority Appeals, 30 Days; Fraud Recovery, and Nonfraud Recovery
	MO	Initial Claims Interstate Promptness, 14/21 Days; Intrastate Nonseparations, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; and Nonfraud Recovery
	NE	Status Determinations Promptness

VIII

CO Initial Claims Intrastate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Lower Authority Appeals, 30 Days; Report Delinquency, Employer Accounts Promptness, and Fraud Recovery
MT Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Promptness, and Lower Authority Appeals, 30 Days
UT Initial Claims Interstate Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; and Employer Accounts Promptness
WY Initial Claims UCFE Promptness, 14/21 Days; and Lower Authority Appeals, 30 Days

IX

AZ Initial Claims Interstate Promptness, 14/21 Days; Appeals Performance, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; and Higher Authority Appeals, 75 Days;
CA Initial Claims Interstate Promptness, 14/21 Days; Initial Claims Interstate Promptness, 35 Days; Intrastate Separations, Intrastate Nonseparations, Lower Authority Appeals, 30 Days; Lower Authority Appeals, 45 Days; Higher Authority Appeals, 45 Days; Higher Authority Appeals, 75 Days; and Status Determinations Promptness,
HI Initial Claims UCX Promptness, 14/21 Days; Intrastate Promptness, Collections Promptness, Fraud Recovery, and Nonfraud Recovery
NV Intrastate Separations, Intrastate Promptness, Lower Authority Appeals, 30 Days; and Lower Authority Appeals, 45 Days

X

AK Intrastate Separations, Intrastate Nonseparations,
ID Intrastate Separations, Intrastate Nonseparations,
OR Initial Claims UCFE Promptness, 14/21 Days; Initial Claims UCX Promptness, 14/21 Days; Intrastate Separations, Intrastate Nonseparations,

WA

Initial Claims Interstate Promptness,
14/21 Days; Intrastate Nonseparations,
and Intrastate Promptness

IV. INITIAL CLAIMS

INTRASTATE PROMPTNESS, 14/21 DAYS

Secretary's Standards: In Waiting Week States: A minimum of 87% of first payments made within 14 days after first compensable week ending date.

In Nonwaiting Week States: A minimum of 87% of first payments made within 21 days of first compensable week ending date.

An average of 44.8 States met the standard over the five year period and the national average score was 90.3%. The number of States meeting the standard fluctuated slightly up and down during the five years, but the 1992 number of 46 States was slightly higher than the 1988 number of 44. The national average score followed the same pattern.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No of States						
Met Standard	44	46	46	42	46	44.8
Did Not Meet	9	7	7	11	7	8.2
Nat. Avg. Sc.	90.3%	88.9%	90.7%	90.7%	90.8%	90.3%

Comparing 1992 scores with 1988 scores, 24 States improved performance, 28 States had a decrease in performance, and one State remained the same. States not meeting the Standard scored from a high of 86.9% to a low of zero. Arizona scored zero in 1989.

The majority of the States met the Standard all five years:

34 States met the Standard all five years
Seven States met the Standard four of five years
Six States met the Standard three of five years
Three States, Virgin Islands, Michigan, and Ohio met the Standard only two of five years
Three States, New York, Puerto Rico, and Washington met the Standard only one of five years

When Regional performance is considered, using the five year average, Regions rank as follows:

Region IV - 94.3%	Region X - 90.7%
Region VIII - 92.0%	Region V - 90.2%
Region III - 91.9%	Region VI - 90.2%
Region VII - 91.6%	Region IX - 84.4%
Region I - 91.4%	Region II - 80.0%

INTRASTATE PROMPTNESS, 35 DAYS

Secretary's Standards: A minimum of 93% of first payments made within 35 days of first compensable week ending date.

An average of 51.4 States met the standard over the five year period and the national average score was 96.7%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. States						
Met Standard	51	51	51	51	53	51.4
Did Not Meet	2	2	2	2	0	1.6
Nat. Avg. Sc.	97.0%	95.1%	97.1%	97.3%	97.2%	96.7%

Comparing 1992 scores to 1988 scores, 22 States increased performance, 24 decreased, and seven remained the same. Only four States did not meet the Standard all five years; PR having met the Standard only in FY 1992, and VI having met the standard in FY 1988, 1989, and 1992, MD having met the Standard in FY 1989, 1990, 1991, and 1992.

When Regional performance is considered, using the five year average, the Regions rank as follows:

Region IV - 98.1%	Region V - 97.2%
Region VIII - 97.9%	Region III - 97.0%
Region X - 97.8%	Region VI - 96.7%
Region VII - 97.6%	Region II - 93.0%
Region I - 97.3%	Region IX - 92.1%

INTERSTATE PROMPTNESS, 14/21 DAYS

Secretary's Standard: In Waiting Week States: A minimum of 70% of first payments made within 14 days of first compensable week ending date.

In Nonwaiting Week States: A minimum of 70% of first payments made within 21 days of first compensable week ending date.

An average of 42.2 States met the standard over the five year period and the national average score was 75.1%. The number of states meeting the standard has gone down from 44 in 1990 to 39 in 1992. The national average score has gone down from 76.8% in 1989 to 73% in 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No of States						
Met Standard	42	44	44	42	39	42.2
Did Not Meet	11	8	9	11	14	8.2
Nat. Avg. Sc.	75.5%	75.3%	76.3%	75.3%	73.0%	75.1%

Comparing 1992 scores with 1988 scores, 20 States improved

scores, 32 States decreased, and one State stayed the same. States not meeting the standard scored from a high of 69.9% to a low of zero. Arizona scored zero in 1989.

Less than half the States met the Standard all five years.

26 States met the Standard all five years
14 States met the Standard four of five years
Six States met the Standard three of five years
Two States, PR, and MO, met the Standard only two of five years
Three States, VI, AZ, and AK, met the Standard only one of five years
Two States, NY and IN failed to meet the Standard all five years

When Regional performance is considered, using the five year average, Regions rank as follows:

Region IV - 83.5%	Region VII - 75.1%
Region III - 79.8%	Region V - 71.9%
Region VIII - 78.8%	Region I - 71.8%
Region VI - 76.4%	Region IX - 67.7%
Region X - 75.5%	Region II - 60.6%

INTERSTATE PROMPTNESS, 35 DAYS

Secretary's Standards: A minimum of 78% of first payments made within 35 days of first compensable week ending date.

An average of 51.4 States met the Standard over the five year period and the national average score was 90.9%. The number of States meeting the Standard has gone up from 50 in 1989 to 53 in 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met Standard	51	50	52	51	53	51.4
Did Not Meet	2	3	1	2	0	1.6
Nat. Avg. Sc.	91.0%	89.6%	91.5%	91.6%	90.7%	90.9%

Comparing 1992 scores with 1988 scores, 26 States improved, 25 States decreased, and two States stayed the same. For most States not meeting the Standards, scores were in the 70 percentiles except for PR with a score of 64.4%.

The majority of the States met the Standard all five years:

47 States met the Standard all five years.
Four States met the Standard four of five years.
Two States met the Standard three of five years.

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 93.9%
Region VIII - 93.6%
Region X - 93.6%
Region VII - 92.9%
Region VI - 91.8%

Region III - 90.7%
Region I - 89.5%
Region V - 89.5%
Region IX - 86.9%
Region II - 83.6%

UCFE PROMPTNESS, 14 - 21 DAYS

Desired Level of Achievement: In Waiting Week States: A minimum of 70% of first payments made within 14 days of first compensable week ending date.

In Nonwaiting Week States: A minimum of 70% of first payments made with 21 days of first compensable week ending date.

An average of 47.4 States met the DLA over the five year period and the national average score was 81.9%. The number of States meeting the DLA was 48 for 1988, dropped to 47 for 1989, 1990, and 1991, then rose to 48 for 1992. The national average score fluctuated from 82.2%, to 81.8%, to 81.4%, and then to 82.0% for 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	48	47	47	47	48	47.4%
Did Not Meet	5	5	6	6	5	5.4%
Nat. Avg. Sc.	82.8%	81.8%	81.8%	81.4%	82.0%	81.9%

Comparing 1992 scores with 1988 scores, 18 States improved performance and 35 States had a decrease in performance. States not meeting the DLA scored from a high of 69.9% to a low of zero. Arizona scored zero in 1989.

38 States met the DLA all five years
Eight States met the DLA four of five years
Three States met the DLA three of five years
Two States, RI and PR, met the DLA only two of five years
Two States, VI and OH, met the DLA one of five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 92.3%
Region VIII - 89.9%
Region III - 84.3
Region X - 81.7%
Region VII - 81.5%

Region VI - 81.3%
Region IX - 79.5%
Region V - 78.9%
Region I - 76.0%
Region II - 63.1%

UCFE PROMPTNESS, 35 DAYS

Desired Level of Achievement: A minimum of 78% of first payments made within 35 days of first compensable week ending date.

An average of 51.4 States met the DLA over the five year period and the national average score was 93.9%. The number of States meeting the DLA fluctuated from 52 to 51, then back to 52. The national average score fluctuated from 94.4% to 93.0% to 94.0%, then back to 94.4%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	52	51	51	51	52	51.4
Did Not Meet	1	1	2	2	1	1.4
Nat. Avg. Sc.	94.4%	93.0%	94.0%	93.9%	94.4%	93.9%

Comparing 1992 scores with 1988 scores, 26 States improved performance, 26 States decreased in performance, and one State remained the same. States not meeting the DLA scored from a high of 77.0% to a low of zero. Arizona scored zero in 1989.

49 States met the DLA all five years

Two States met the DLA four of five years

One State met the DLA three of five years

One State, Virgin Islands met the DLA only one of five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 97.5%
Region VIII - 97.5%
Region VII - 95.7%
Region X - 95.7%
Region VI - 94.1%

Region III - 93.5%
Region V - 93.4%
Region I - 91.3%
Region IX - 90.9%
Region II - 86.3%

UCX PROMPTNESS, 14/21 DAYS

Desired Level of Achievement: In Waiting Week States: A minimum of 87% of first payments made within 14 days of first compensable week ending date.

In Nonwaiting Week States: A minimum of 87% of first payments made within 21 days of first compensable week ending date.

An average of 44.0 States met the DLA over the five year period and the national average score was 90.5%. The States meeting the DLA fluctuated from 48 to 43, back to 48, back to 43, then down to 38. The national average score dropped from 91.5% down to 89.6%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	48	43	48	43	38	44.0
Did Not Meet	5	9	5	10	15	8.8
Nat. Avg. Sc.	91.5%	89.4%	91.2%	91.0%	89.6%	90.5%

Comparing 1992 scores with 1988 scores, 16 States improved performance, 36 States decreased in performance, and one State remained the same. States not meeting the DLA scored from a high of 86.5% to a low of 28.7%. The majority of the States met the DLA all five years:

30 States met the DLA all five years
 12 States met the DLA four of five years
 Five States met the DLA three of five years
 Three States, NY, UT, and CA, met the DLA only two of five years
 Two States, NH and OH, met the DLA only one of five years
 One State, PR, failed to meet the DLA all five years, but did improve performance during this period from 54.2% in 1988 to 84.3% in 1992.

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 95.5%	Region X - 90.5%
Region III - 94.0%	Region VIII - 89.8%
Region VI - 91.5%	Region V - 88.4
Region I - 91.4%	Region IX - 86.0%
Region VII - 90.6%	Region II - 81.6%

UCX PROMPTNESS, 35 DAYS

Desired Level of Achievement: A minimum of 93% of first payments made within 35 days of first compensable week ending date.

An average of 51.2 States met the DLA over the five year period and the national average score was 97.5%. The States meeting the DLA fluctuated from 52 down to 49, then back to 51. The national average score fluctuated between a high of 98.1% to a low of 95.6%, then up to 97.7%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	52	49	52	52	51	51.2
Did Not Meet	1	3	1	1	2	1.6
Nat. Avg. Sc.	98.1%	95.6%	97.9%	98.1%	97.7%	97.5%

Comparing 1992 scores with 1988 scores, 21 States improved performance, 31 States decreased in performance, and one State

remained the same. States not meeting the DLA scored from a high of 92.7% to a low of 61.4%. The majority of the States met the DLA all five years:

49 States met the DLA all five years

Three States met the DLA four of five years

One State, PR, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 98.9%

Region III - 98.4%

Region VII - 98.4%

Region VIII - 98.4%

Region VI - 98.0%

Region X - 98.0%

Region V - 97.9%

Region I - 97.1%

Region II - 93.6%

Region IX - 93.6%

V. NONMONETARY DETERMINATIONS

INTRASTATE SEPARATIONS

Desired Level of Achievement: A minimum of 75% of cases having a score of 80 or above.

An average of 36.2 States met the DLA over the five year period. This includes States who opted not to appraise this area in certain years because they had acceptable scores in the preceding year. The national average score was 75.4%, which does not include those States without scores in certain years because they made acceptable scores the previous year. It is difficult to make any conclusions because of the number of States having no scores due to being exempt from the appraisal in certain years. However, the national average score was not a passing score in 1992, and was barely passing the previous four years. It is recommended that exemption from the appraisal of this item not be granted in the future because it cannot be concluded that a State having an acceptable score the previous year would also have an acceptable score in the current year. Also, since those States exempt for the year are not appraised there is no score, leaving a complete void of information for that year.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	35	38	40	35	33	36.2
Did Not Meet	18	15	13	18	20	16.8
Nat. Avg. Sc.	72.3%	76.2%	77.8%	76.2%	74.5%	75.4%

Comparing 1992 scores with 1988 scores, 20 States improved performance, 31 States decreased in performance, and two State remained the same. If a State was exempt in 1988, the 1989 score was used for comparison; likewise, if a State was exempt in 1992, the 1991 score was used for comparison. States not meeting the DLA scored from a high of 74.0% to a low of zero.

The majority of the States failed to meet the DLA all five years:

- 17 States met the DLA all five years
- 11 States met the DLA four of five years
- 12 States met the DLA three of five years
- Six States, VI, DC, GA, TN, MN, and OH met the DLA only two of five years
- Three States, PR, IA, and KS met the DLA only one of five years
- Four States, IN, MI, ID, and WA, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the regions rank as follows:

Region VIII - 87.8%
Region III - 85.8%
Region IX - 81.3%
Region I - 80.9%
Region IV - 79.1%

Region VI - 76.0%
Region VII - 72.0%
Region II - 68.6%
Region X - 63.0%
Region V - 59.6%

INTRASTATE NONSEPARATIONS

Desired Level of Achievement: A minimum of 80% of cases having a score of 80 or above.

An average of 38.8 States met the DLA over the five year period and the national average score was 82.3%. The number of States meeting the DLA fluctuated during the five year period, but the number meeting the DLA are the same in 1988 and in 1992 at 38. The national average score in 1992 at 84.8% is slightly higher than in 1988.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	38	43	35	40	38	38.8
Did Not Meet	15	10	18	13	15	14.2
Nat. Avg. Sc.	77.2%	84.5%	82.1%	83.0%	84.8%	82.3%

Comparing 1992 scores with 1988 scores, 24 States improved performance, 27 States decreased in performance, and two States remained the same. If a State was exempt in 1988, the 1989 score was used for comparison; likewise, if a State was exempt in 1992, the 1991 score was used for comparison. States not meeting the DLA scored from a high of 74.3% to a low of zero.

The majority of States failed to meet the DLA all five years:

22 States met the DLA all five years
14 States met the DLA four of five years
Five States met the DLA three of five years
Six States, NY, PR, DC, GA, KS, and OR, met the DLA only two of five years
Two States, IN and IA, met the DLA only one of five years
Four States, IL, MI, ID, and WA, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 94.1%
Region III - 90.1%
Region IX - 86.8%

Region VII - 84.8%
Region IV - 83.8%
Region II - 78.1%

Region VI - 86.3%
Region I - 85.1%

Region X - 71.6%
Region V - 66.8%

INTRASTATE PROMPTNESS

Desired Level of Achievement: A minimum of 80% of determinations made timely.

An average of 31.8 States met the DLA over the five year period, and the national average score was 75.7%. The number of States meeting the DLA decreased from 34 to 30 and the national average score decreased from 74.4% to 72.2%, then up to 78.2%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	34	30	32	33	30	31.8
Did Not Meet	19	23	21	20	23	21.2
Nat. Avg. Sc.	74.4%	73.5%	72.2%	80.0%	78.2%	75.7%

Comparing 1992 scores with 1988 scores, 23 States improved performance, 25 States decreased in performance, and five States remained the same. States not meeting the DLA scored from a high of 78.3% to a low of zero.

The majority of States failed to meet the DLA all five years:

11 States met the DLA all five years
10 States met the DLA four of five years
Nine States met the DLA three of five years
10 States, MA, ME, PR, VI, VA, IL, NM, KS, CO, and MO, met the DLA only two of five years
Seven States, NH, VT, NJ, DC, OH, MT, and WA, met the DLA only one of five years
Four States, IN, MI, IA, and AK, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 79.8%
Region VI - 79.1%
Region VII - 79.0%
Region X - 78.9%
Region IV - 78.8%

Region IX - 77.0%
Region II - 76.5%
Region I - 72.6%
Region V - 70.0%
Region III - 67.3%

VI. COMBINED WAGE CLAIMS

WAGE TRANSFER PROMPTNESS

Desired Level of Achievement: A minimum of 75% of wage transfers made timely.

An average of 47.8 States met the DLA over the five year period, and the national average score was 89.1%. The national average score increased from 81.6% in 1988 to 92.5% in 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	45	48	48	48	50	47.8%
Did Not Meet	13	5	5	5	3	6.2%
Nat. Avg. Sc.	81.6%	88.5%	90.2%	92.9%	92.5%	89.1%

Comparing 1992 scores with 1988 scores, 40 States improved performance, 10 States decreased in performance, and three States remained the same. States not meeting the DLA scored from a high of 74.3% to a low of zero.

The majority of States met the DLA all five years:

36 States met the DLA all five years
11 States met the DLA four of five years
Five States met the DLA three of five years
One State, NY, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 97.4%
Region IV - 96.9%
Region X - 95.4%
Region IX - 93.4%
Region VI - 92.8%

Region VII - 90.1%
Region III - 84.9%
Region I - 82.8%
Region V - 81.9%
Region II - 71.8%

VII. APPEALS

PERFORMANCE

Desired Level of Achievement: A minimum of 80% of cases scoring 80 or more percentage points.

An average of 49.6 States met the DLA over the five year period, and the national average score was 80.4%. The national average score increased from 91.8% in 1988 to 93.3% in 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	51	46	50	49	52	49.6
Did Not Meet	2	7	3	4	1	3.4
Nat. Avg. Sc.	91.8%	86.3%	88.7%	87.1%	93.3%	89.4%

Comparing 1992 scores with 1988 scores, 25 States improved performance, 13 States decreased in performance, and 15 States remained the same. If a State was exempt in 1988, the 1989 score was used for comparison; likewise, if a State was exempt in 1992, the 1991 score was used for comparison. States not meeting the DLA scored from a high of 77.1% to a low of zero.

The majority of States met the DLA all five years:

43 States met the DLA all 5 years

Eight States met the DLA 4 of 5 years

One State met the DLA 3 of 5 years

One State, VI, failed to meet the DLA any of the five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VI - 97.5%
Region VII - 95.6%
Region VIII - 95.0%
Region V - 93.4%
Region X - 91.8%

Region I - 90.9%
Region III - 89.5%
Region IV - 89.0%
Region IX - 84.7%
Region II - 57.0%

LOWER AUTHORITY PROMPTNESS, 30 DAYS

Secretary's Standard: A minimum of 60% of appeal decisions made within 30 days.

An average of 37.6 States met the standard over the five year period, and the national average score was 65.5%. The national average score increased slightly in 1989, but has shown a steady decline each year through 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met Standard	43	43	40	35	27	37.6
Did Not Meet	10	10	13	18	26	15.4
Nat. Avg. Sc.	69.9%	70.7%	67.9%	63.8%	55.1%	65.5%

Comparing 1992 scores with 1988 scores, only 15 States improved performance while 38 States decreased in performance. States not meeting the Standard scored from a high of 57.9% to a low of 6.9%.

Only 21 States met the Standard all 5 years
 11 States met the Standard 4 of 5 years
 Seven States met the Standard 3 of 5 years
 Six States, NH, MD, WI, MO, CA, and NV, met the Standard only 2 of 5 years
 Four States, CT, MN, OH, and AK, met the Standard only 1 of 5 years
 Four States, NY, PR, DC, and MI, failed to meet the Standard all 5 years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 79.2%	Region III - 62.3%
Region VIII - 74.5%	Region I - 62.1%
Region VII - 72.3%	Region IX - 59.0%
Region VI - 71.4%	Region II - 51.0%
Region X - 66.1%	Region V - 48.9%

LOWER AUTHORITY PROMPTNESS, 45 DAYS

Secretary's Standard: A minimum of 80% of appeal decisions made within 45 days.

An average of 40.4 States met the Standard over the five year period, and the national average score was 82.8%. The number of States meeting the Standard increased slightly to 45 in 1989, then decreased slightly to 43 in 1990, then again to 40 in 1991, then had a sharp decrease to 32 States in 1992. The national average score followed a similar pattern, going from 85.4% in 1988 to 74.2% in 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met Standard	42	45	43	40	32	40.4
Did Not Meet	11	8	10	13	21	12.6
Nat. Avg. Sc.	85.4%	86.8%	85.5%	82.1%	74.2%	82.8%

Comparing 1992 scores with 1988 scores, only 15 States improved performance while 38 States decreased in performance. States not meeting the Standard scored from 79.4% to a low of 14.2%.

Only 27 States met the Standard all 5 years

10 States met the Standard 4 of 5 years

5 States met the Standard 3 of 5 years

5 States, ME, MN, MO, CA, and NV, met the Standard only 2 of 5 years

2 States, CT and NY, met the Standard only 1 of 5 years

4 States, PR, DC, MI, and OH, failed to meet the standard any of the five years.

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 91.9%

Region VIII - 90.8%

Region VI - 87.2%

Region VII - 87.2%

Region X - 85.9%

Region III - 83.6%

Region I - 80.0%

Region IX - 77.2%

Region V - 69.2%

Region II - 68.5%

APPEALS - HIGHER AUTHORITY PROMPTNESS, 45 DAYS

Desired Level of Achievement: A minimum of 40% of appeal decisions made within 45 days.

An average of 33.8 States met the DLA over the five year period, and the national average score was 58.1%. The number of States meeting the DLA fluctuated up and down during the five years, starting with 39 States in 1988, and ending with 38 in 1992. The national average score followed the same pattern, with the 1988 and 1992 scores being the same at 58.1%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	39	43	40	39	38	33.8
Did Not Meet	11	7	10	11	12	10.2
Nat. Avg. Sc.	58.1%	59.7%	58.4%	59.1%	55.0%	58.1%

Comparing 1992 scores with 1988 scores, 27 States improved performance and 23 States decreased in performance. Three States, VI, NE, and HI do not have higher authority appeals. States not meeting the DLA scored from a high of 38.8% to a low of .6%.

27 States met the DLA all 5 years
 Seven States met the DLA 4 of 5 years
 Four States met the DLA 3 of 5 years
 Three States, PR, IL, and UT, met the DLA 2 of 5 years
 Three States, GA, CO and MT, met the DLA 1 of 5 years
 Six States, NY, DC, PA, MI, CA, and ID, failed to meet the DLA
 any of the five years

When Regional performance is considered, the Regions having the highest five year averages are as follows:

Region VI - 72.6%	Region VIII - 55.5%
Region I - 66.6%	Region III - 51.3%
Region VII - 63.6%	Region V - 49.7%
Region X - 62.8%	Region II - 47.5%
Region IV - 61.8%	Region IX - 41.3%

APPEALS - HIGHER AUTHORITY PROMPTNESS, 75 DAYS

Desired Level of Achievement: A minimum of 80% of appeals made within 75 days.

An average of 35.4 States met the DLA over the five year period, and the national average score was 79.6. Although the national average score was as high as 81.0% for 1991, it was 77.9 for 1992, and the five year average at 79.6% is below the DLA.


<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	36	36	38	33	34	35.4
Did not Meet	14	14	12	17	16	14.6
Nat. Av. Sc.	79.2%	80.6%	79.5%	81.0%	77.9%	79.6%

Comparing 1992 scores with 1988 scores, 24 States improved performance, 25 States decreased in performance, one State remained the same, and three States, VI, NE, AND HI, do not have higher authority appeals. States not meeting the DLA scored from a high of 79.7% to a low of 1.3%.

22 States met the DLA all 5 years
 Six States met the DLA 4 of 5 years
 Six States met the DLA 3 of 5 years
 Three States, FL, IA, and AZ, met the DLA only 2 of 5 years
 Four States, RI, GA, WI, and AK, met the DLA only 1 of 5 years
 Nine States, NY, PR, DC, PA, MI, OH, MO, CO, and ID, did not meet the DLA any of the 5 years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VI - 90.2%	Region X - 80.8%
Region I - 86.7%	Region IX - 78.4%



Region IV - 84.4%
Region VII - 82.6%
Region VIII - 81.7%

Region III - 74.1%
Region V - 69.4%
Region II - 59.1%

VIII. TAX

STATUS DETERMINATIONS PROMPTNESS

Desired Level of Achievement: A minimum of 80% of employer liability determinations made within 180 days of the liability date.

An average of 46.2 States met the DLA over the five year period, and the national average score was 83.6%. The number of States meeting the DLA went up each year for three years, then went down the last year. The national average score followed the same pattern, but the fifth year is higher than the first year.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	43	46	47	49	46	46.2
Did Not Meet	10	7	6	4	7	6.8
Nat. Av. Sc.	80.9%	84.1%	83.8%	84.8%	84.4%	83.6%

Comparing 1992 Scores with 1988 scores, 28 States improved performance, 22 States decreased in performance, and three States remained the same. States not meeting the DLA scored from a high of 79.6% to a low of zero.

32 States met the DLA all 5 years
14 States met the DLA 4 of 5 years
Three States met the DLA 3 of 5 years
Two States, VI and TX, met the DLA only 2 of 5 years
Two States, IN and MI met the DLA only 1 of 5 years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IX - 89.4%	Region VII - 83.1%
Region X - 87.7%	Region II - 82.5%
Region I - 85.2%	Region VI - 81.8%
Region VIII - 85.2%	Region III - 80.3%
Region IV - 83.9%	Region V - 79.3%

FIELD AUDIT PENETRATION, 4%

Desired Level of Achievement: A minimum penetration rate for contributory employer audits of 4%.

An average of 32 States met the DLA over the five year period, and the national average score was 3.6%. The number of States meeting the DLA dropped in 1989, went up in 1990, went up again in 1991, then dropped below the 1988 level of 37 States. The

national average score followed a similar pattern with the score dropping below the 1988 score of 3.8%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	37	31	32	35	28	32.0
Did Not Meet	16	22	21	18	25	20.4
Nat. Av. Sc.	3.8%	3.6%	3.5%	3.6%	3.5%	3.6%

Comparing 1992 scores with 1988 scores, 20 States improved performance, 28 States decreased in performance, and five States remained the same. Those States not meeting the DLA scored from a high of 3.9% to a low of zero.

18 States met the DLA all five years
 10 States met the DLA four of five years
 Seven States met the DLA three of five years
 Four States, ME, DE, WI, and ID, met the DLA only two of five years
 Two States, GA and NH, met the DLA only one of five years
 12 States, MA, NJ, NY, PR, VI, IL, IN, MI, CA, HI, NV, and WA, failed to meet the DLA any of the five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 4.3%	Region III - 3.6%
Region VII - 4.2%	Region X - 3.6%
Region VI - 4.2%	Region IX - 3.0%
Region IV - 4.1%	Region V - 2.8%
Region I - 3.8%	Region II - 2.1%

FIELD AUDIT PENETRATION, 1%

Desired Level of Achievement: A minimum penetration rate for large employer audits of 1% of the number of audits required for total audit penetration rate.

An average of 43.3 States met the DLA over the four year period. There was no requirement to measure field audit penetration of large employers in 1988. The national average score went up slightly each year reaching 2.6% for 1992, and an average of 2.3% for the four year period.

<u>APPRAISAL YEAR</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States					
Met Average	40	41	46	46	43.25
Did Not Meet	13	12	7	7	9.75
Nat. Av. Sc.	2.1%	2.2%	2.4%	2.6%	2.3%

Comparing 1992 scores with 1989 scores, 30 States improved performance, 20 States decreased in performance, and two States

remained the same. Those States not meeting the DLA scored from zero to .9%.

33 States met the DLA all four years
Nine States met the DLA three of four years
Six States, ME, DE, ND, SD, NM, and NV, met the DLA only two of four years
Two States, NY and GA, met the DLA only one of four years
Three States, NH, VI, and IN, failed to meet the DLA all four years

When Regional performance is considered, using the four year averages, the Regions rank as follows:

Region X - 3.3%	Region VIII - 2.1%
Region VI - 3.2%	Region II - 1.8%
Region IX - 3.2%	Region V - 1.8%
Region I - 3.0%	Region VII - 1.8%
Region III - 2.4%	Region IV - 1.6%

REPORT DELINQUENCY

Desired Level of Achievement: A minimum of 95% of employers filing reports by end of quarter.

An average of 38.6 States met the DLA over the five year period, and the national average score was 94.4%. The number of States meeting the DLA jumped from 35 in 1988 to 46 in 1989, then declined in 1990 and 1991, then went back up to 38 in 1992. The national average score varied slightly up and down, then ended at 93.8% for 1992, one tenth of a percentage point ahead of the 1988 score.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	35	46	39	35	38	38.6
Did Not Meet	18	7	14	18	15	14.4
Nat. Av. Sc.	93.7%	96.9%	95.6%	91.9%	93.8%	94.4%

Comparing 1992 scores with 1988 scores, 34 States improved performance, 17 States decreased in performance, and two States remained the same. Those States not meeting the DLA scored from a low of zero to a high of 94.9%.

31 States met the DLA all five years
Five States met the DLA four of five years
Three States met the DLA three of five years
Three States, OH, CO and OR, met the DLA only two of five years
Four States, NJ, DE, IL, and OH, met the DLA only one of five years
Seven States, MA, NY, PR, VI, IN, MI, and CA failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VII - 97.6%
Region VI - 97.0%
Region IV - 96.9%
Region X - 96.8%
Region IX - 96.6%

Region I - 95.6%
Region III - 95.1%
Region VIII - 94.7%
Region V - 91.7%
Region II - 78.6%

COLLECTIONS PROMPTNESS

Desired Level of Achievement: A minimum of 75% of delinquent accounts with some monies obtained within 150 days from the end of the quarter.

An average of 37.2 States met the DLA over the five year period, and the national average score was 76.1%. The number of States meeting the DLA showed a steady increase from 30 in 1988 to 44 in 1992. The national average score fluctuated up and down, but did increase over the five year period from 70.5% to 79.6%.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	30	32	38	42	44	37.2
Did Not Meet	23	21	15	11	9	15.8
Nat. Av. Sc.	70.5%	73.0%	76.5%	80.8%	79.6%	76.1%

Comparing 1992 scores with 1988 scores, 37 States improved performance, and 16 States decreased in performance. Those States not meeting the DLA scored from a low of zero to a high of 72.9%.

24 States met the DLA all five years
Six States met the DLA four of five years
Seven States met the DLA three of five years
Nine States, NH, NY, IL, IN, MI, AR, IA, WY, and CA, met the DLA only two of five years
Four States, DC, AL, MN, and OH, met the DLA only one of five years
Three States, MA, PR, and CO, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IX - 83.8%
Region IV - 82.4%
Region VII - 81.9%
Region VI - 81.0%
Region X - 80.1%

Region I - 78.3%
Region III - 77.8%
Region VIII - 73.5%
Region II - 61.6%
Region V - 60.0%

IX. CASH MANAGEMENT

EMPLOYER ACCOUNTS PROMPTNESS

Desired Level of Achievement: A minimum of 90% of collected taxes deposited in the Clearing Account within three work days of receipt.

An average of 47.2 States met the DLA over the five year period, and the national average score was 94.7%. The number of States meeting the DLA fluctuated over the five year period, but was higher in 1992 (97.4) than in 1988 (91.3%).

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	45	46	46	51	48	47.2
Did Not Meet	9	7	7	2	5	6.0
Nat. Av. Sc.	91.3%	92.4%	95.2%	97.2%	97.4%	94.7%

Comparing 1992 scores with 1988 scores, 25 States improved performance, 10 States decreased in performance, and 18 States remained the same. Those States not meeting the DLA scored from a low of zero to a high of 89.5%.

35 States met the DLA all five years
Ten States met the DLA four of five years
Six States met the DLA three of five years
Two States, RI, and PR, met the DLA only two of five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region IV - 98.3%	Region X - 96.3%
Region VIII - 98.3%	Region IX - 96.1%
Region I - 97.7%	Region V - 93.5%
Region VII - 97.7%	Region III - 85.9%
Region VI - 96.3%	Region II - 84.7%

CLEARING ACCOUNT

Desired Level of Achievement: A maximum of two business days for transferring funds on deposit in the Clearing Account to the Trust Fund.

An average of 40.6 States met the DLA over the five year period, and the national average score was 1.6 days. The number of States meeting the DLA is four less than in 1988 and the national average score is only one tenth of a day more than in 1988.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	45	40	40	42	36	40.6
Did Not Meet	8	13	13	11	17	12.4
Nat. Av. Score	1.5	1.7	1.7	1.6	1.7	1.6 days

Comparing 1992 scores with 1988 scores, 18 States improved performance, 31 States decreased in performance, and 4 States remained the same. Those States not meeting the DLA scored from a high of 1.5 days to a low of 4.8 days.

30 States met the DLA all five years
Seven States met the DLA four of five years
Five States met the DLA three of five years
Five States, CT, AL, SC, CO, and SD, met the DLA only two of five years
Two States, MN and AR, met the DLA only one of five years
Four States, ME, PR, IL, and HI, failed to meet the DLA all five years.

When Regional performance is considered, the Regions having the highest five year averages are as follows:

Region X - 1.1 days	Region VIII - 1.6 days
Region VI - 1.3 days	Region IV - 1.7 days
Region VII - 1.4 days	Region IX - 1.8 days
Region III - 1.5 days	Region V - 1.9 days
Region I - 1.6 days	Region II - 2.2 days

TRUST FUND WITHDRAWAL

Desired Level of Achievement: Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account.

An average of 22.4 States met the DLA over the five year period, and the national average score was 2.1 days. The number of States meeting the DLA increased by five States in 1991, but decreased by five States in 1992. The national average score changed from 2.4 days in 1988 to 2.3 in 1989 to 2.0 in 1990 where it has remained through 1992.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	19	19	23	28	23	22.4
Did Not Meet	34	34	30	25	30	30.6
Nat. Av. Score	2.4	2.3	2.0	2.0	2.0	2.1

Comparing 1992 scores with 1988 scores, 34 States improved performance, 16 States decreased in performance, and three States

remained the same. Those States not meeting the DLA scored from a low of 1.1 days to a high of 13.7 days.

11 States met the DLA all five years

Five States met the DLA four of five years

Four States met the DLA three of five years

Eight States, CT, NJ, NY, KY, MI, AZ, CA, and AK, met the DLA only two of five years

Six States, PA, AL, TN, LA, OK, and TX, met the DLA only one of five years

19 States, MA, ME, RI, VT, PR, VI, VA, GA, MS, SC, IL, IN, MN, WI, IA, NE, HI, NV, ID, and WA, failed to meet the DLA all five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 0.7 days

Region III - 0.9 days

Region VI - 1.5 days

Region I - 1.8 days

Region IV - 2.1 days

Region X - 2.2 days

Region V - 2.6 days

Region VII - 2.9 days

Region IX - 3.7 days

Region II - 4.5 days

X. BENEFIT PAYMENT CONTROL

FRAUD RECOVERY

Desired Level of Achievement: A minimum recovery of 55% of regular State UI fraudulent overpayments.

An average of 30.8 States met the DLA over the five year period, and the national average score was 64.9%. The number of States meeting the DLA steadily increased through 1991, but then decreased for 1992. The national average score decreased in 1989, then fluctuated the following three years.

<u>APPRAISAL YEAR</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>5 YR. AVERAGE</u>
No. of States						
Met DLA	27	28	31	36	32	30.8
Did Not Meet	26	25	22	17	21	22.2
Nat. Av. Score	76.0%	62.3%	61.2%	62.2%	62.5%	66.9%

Comparing 1992 scores with 1988 scores, 36 States improved performance and 17 States decreased in performance. Those States not meeting the DLA scored from a high of 54.9% to a low of 0.

10 States met the DLA all five years
14 States met the DLA four of five years
Seven States met the DLA three of five years
12 States, MA, VI, VA, IN, MI, OH, LA, NE, CO, MT, NV, and WA, met the DLA only two of five years
Six States, NY, MD, AL, GA, AR, and NM, met the DLA only one of five years
Four States, PR, DC, WV, and TX, failed to meet the DLA any of the five years

When Regional performance is considered, using the five year averages, the Regions rank as follows:

Region VIII - 108.8%	Region III - 58.0%
Region IX - 71.0%	Region V - 57.2%
Region VII - 68.1%	Region X - 56.0%
Region I - 60.8%	Region II - 51.8%
Region IV - 60.3%	Region VI - 51.8%

NONFRAUD RECOVERY RATE CY 1991

Desired Level of Achievement: A minimum recovery of 55% of regular State nonfraudulent overpayments.

An average of 29.2 States met the DLA over the five year period, and the national average score was 58.9%. The number of States

meeting the DLA fluctuated over the five year period, but the fifth year number of 30 States was the same as the first year. The national average score also fluctuated, but the fifth year average of 58.6% was below the first year average of 58.8%.

APPRAISAL YEAR 1988 1989 1990 1991 1992 5 YR. AVERAGE

No. of States

Met DLA	30	32	27	27	30	29.2
Did Not Meet	23	21	26	26	23	23.8
Nat. Av. Score	58.8%	61.8%	56.0%	59.5%	58.6%	58.9%

Comparing 1992 scores with 1988 scores, 29 States improved performance and 24 States decreased in performance. Those States not meeting the DLA scored from a high of 54.6% to a low of zero.

14 States met the DLA all five years

Nine States met the DLA four of five years

Nine States met the DLA three of five years

Two States, MO, and CA, met the DLA only two of five years

Nine States, VT, PR, VI, DE, GA, IN, AR, NM, and OR, met the DLA only one of five years

10 States, CT, MA, NY, DC, TN, IL, MI, OK, TX, and NV, failed to meet the DLA any of the five years

When Regional performance is considered, the Regions rank as follows:

Region VIII - 75.4%

Region VII - 72.0%

Region X - 65.6%

Region IV - 63.4%

Region V - 59.0%

Region I - 55.8%

Region III - 55.8%

Region VI - 46.7%

Region IX - 45.9%

Region II - 43.3%

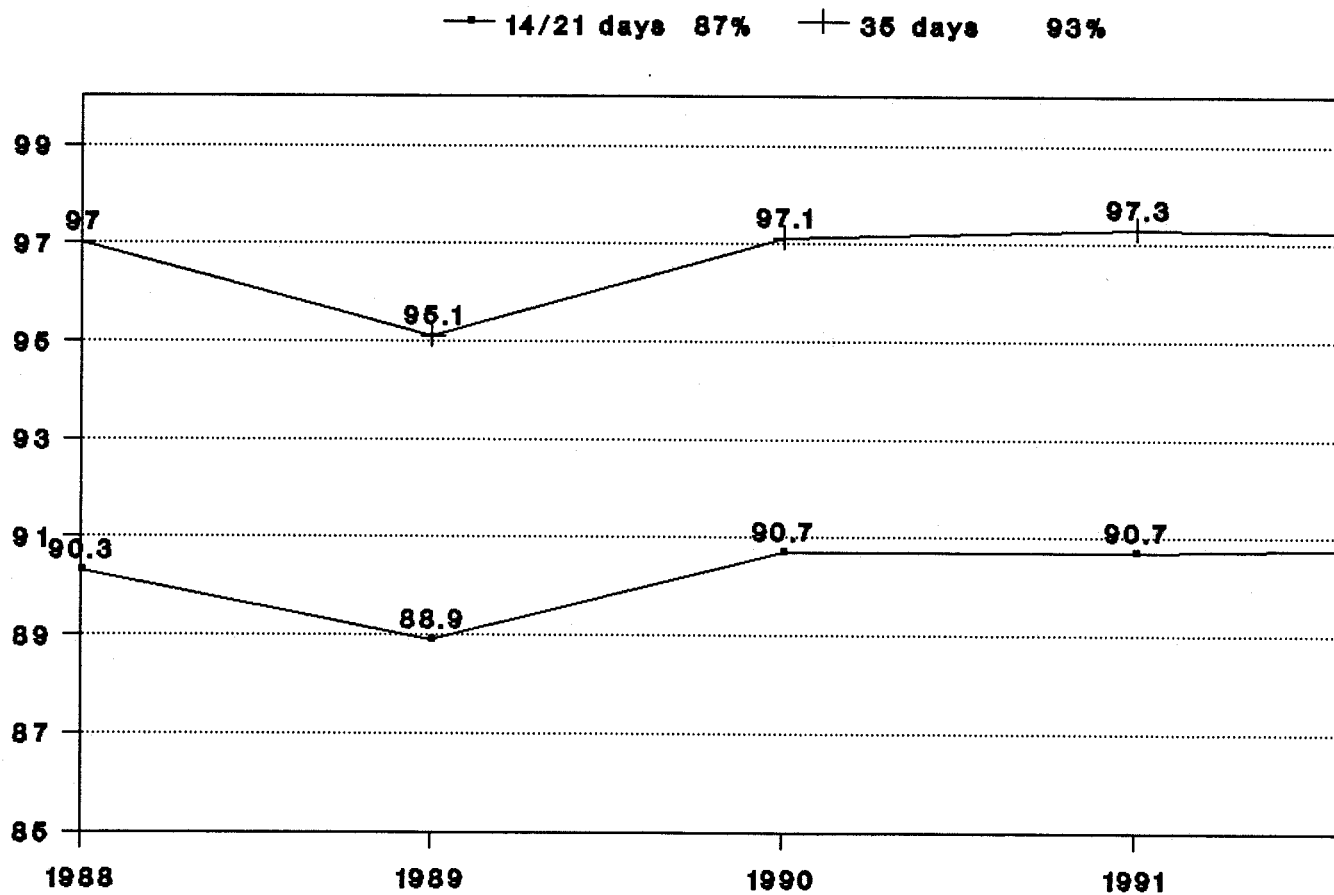
XI. ACTIVITIES WITHOUT STANDARDS/DLAS

There are eight categories for which no Secretary's Standards or Desired Levels of Achievement have been established, as follows:

1. Nonmonetary Determinations Performance - Interstate Separation Issues
2. Nonmonetary Determinations Performance - Interstate Nonseparation Issues
3. Nonmonetary Determinations Performance - UCFE Claims
4. Nonmonetary Determinations Promptness - Interstate
5. Initial Claims Promptness - First Payment Time Lapse - Combined Wage Claims
6. Combined Wage Claims - Billing Promptness
7. Combined Wage Claims - Reimbursement Promptness
8. Field Audit Performance

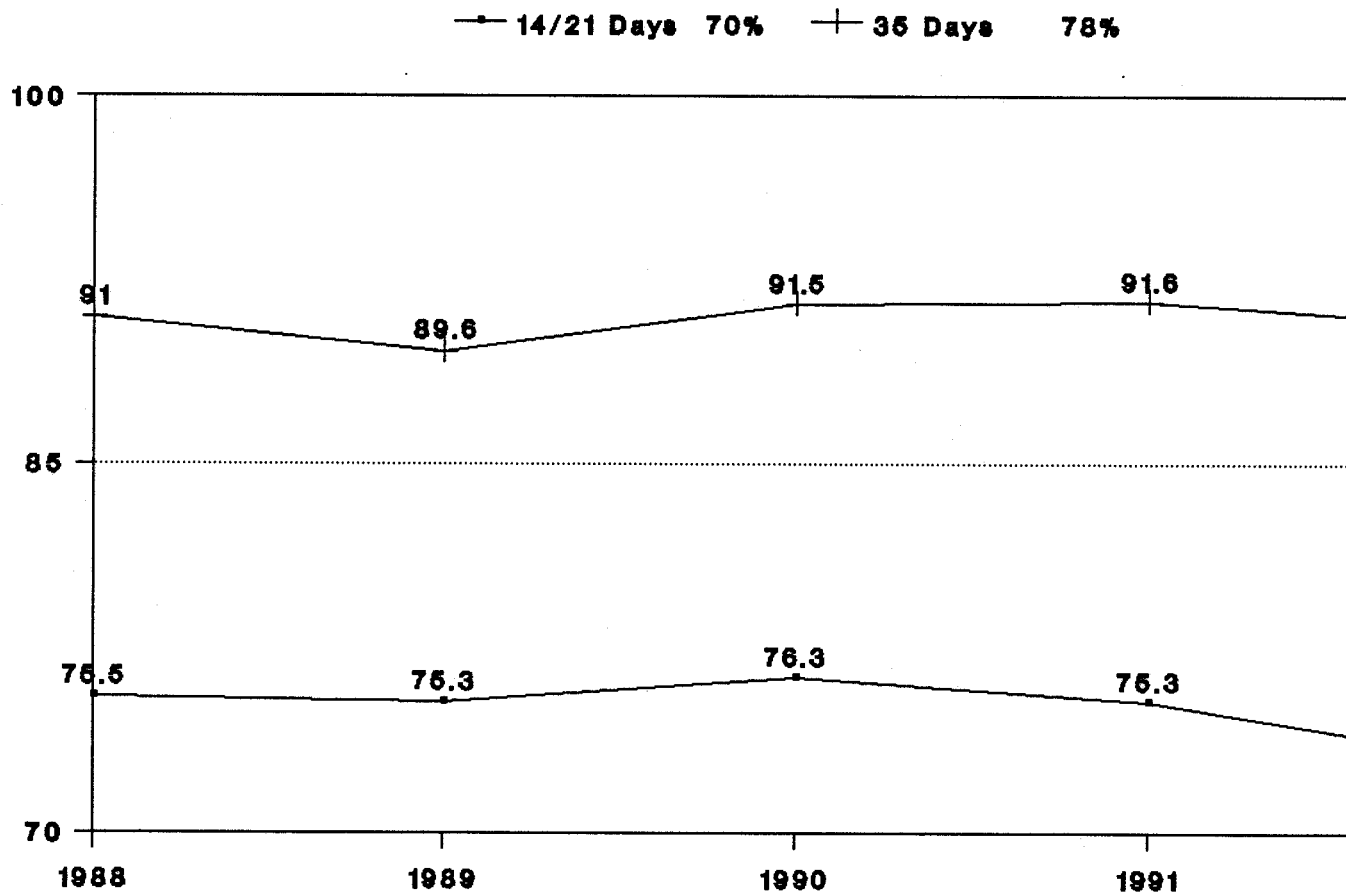
The score for each of these categories in each State is published annually in the "Unemployment Insurance Quality Appraisal Results."

Initial Claims Intrastate Promptness National Average Performance -- Page



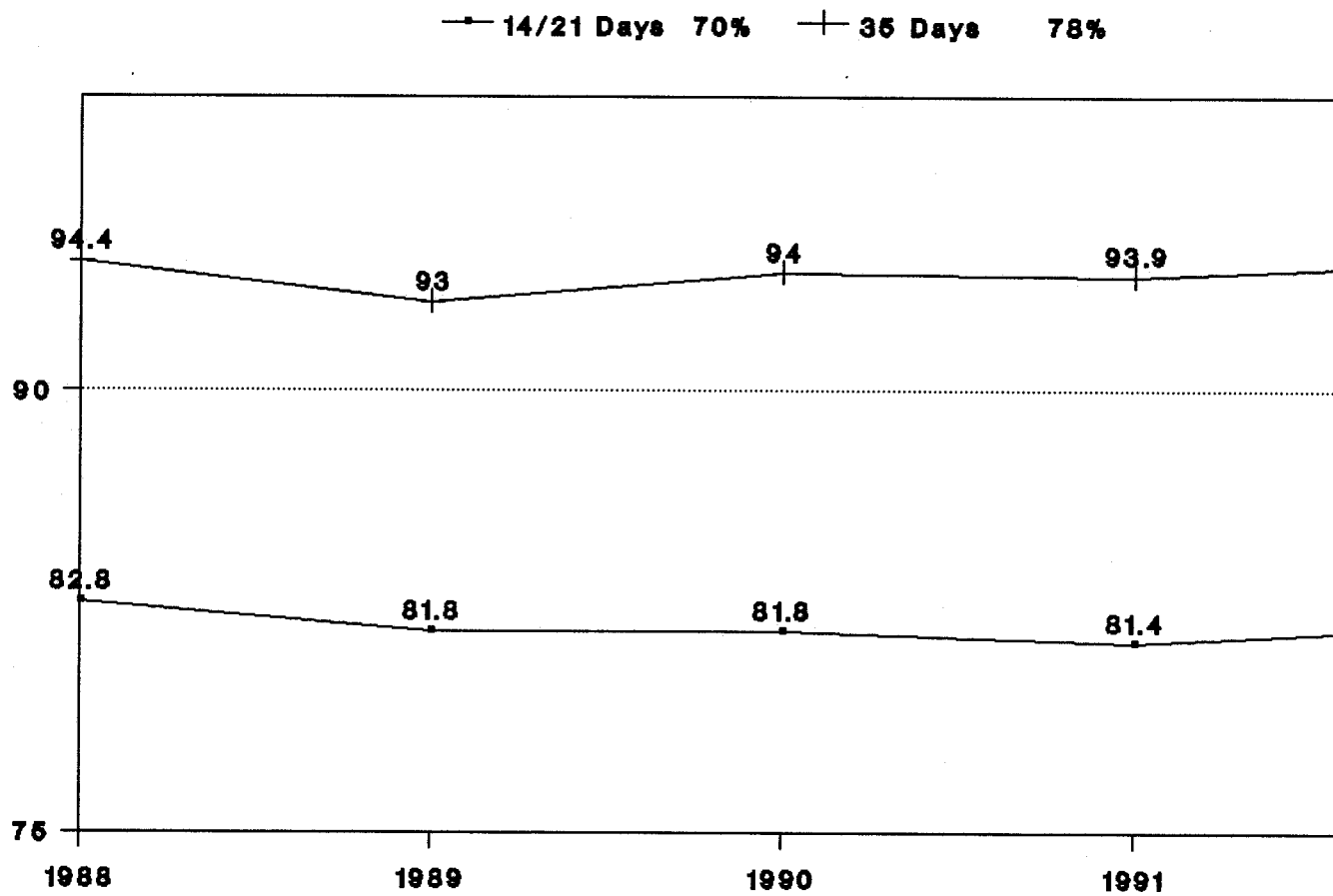
Fiscal Years 1988 - 1992

Initial Claims Interstate Promptness National Average Performance -- Page



Fiscal Years 1988 - 1992

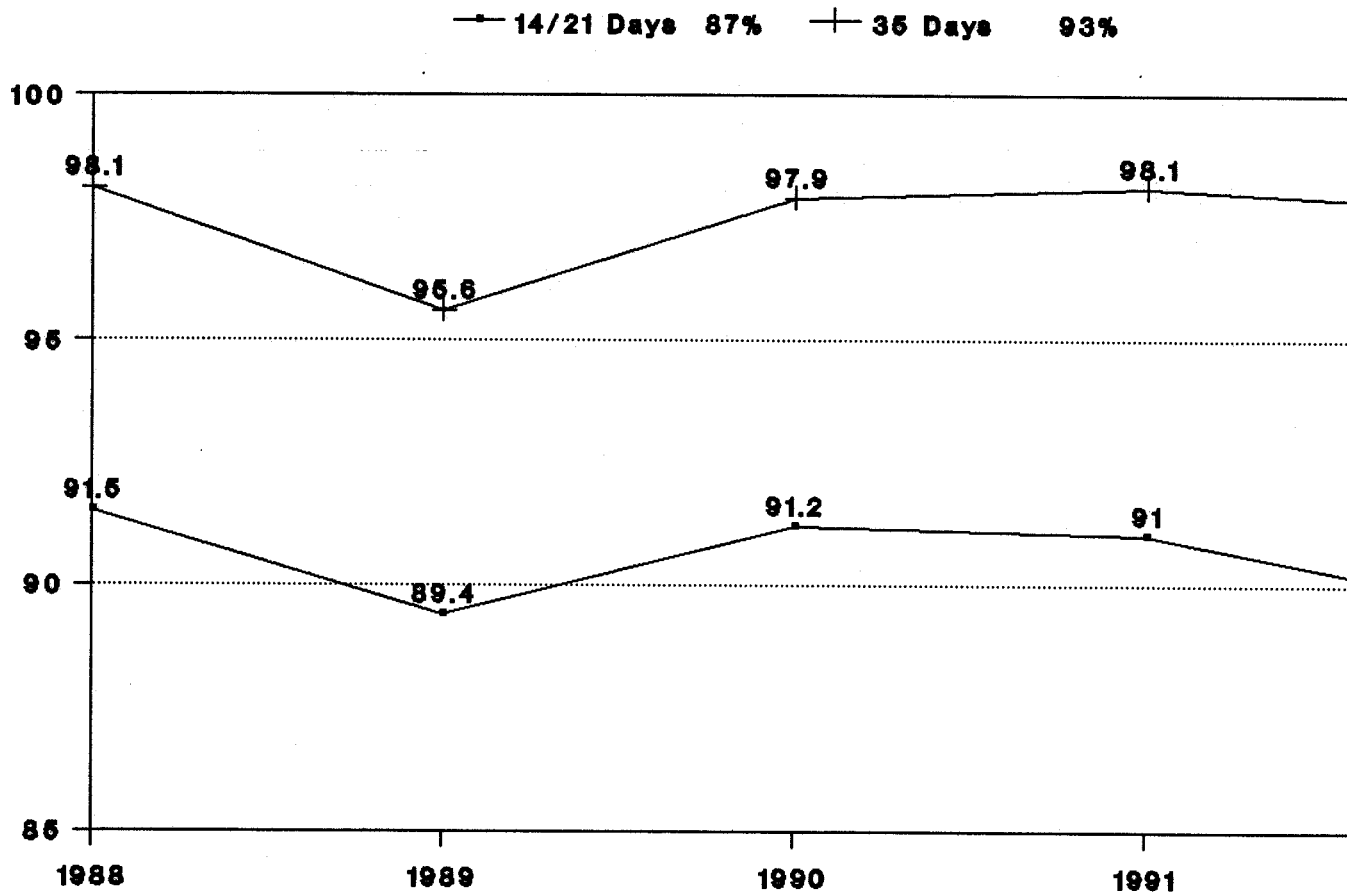
Initial Claims UCFE Promptness National Average Performance -- Page



Fiscal Years 1988 - 1992

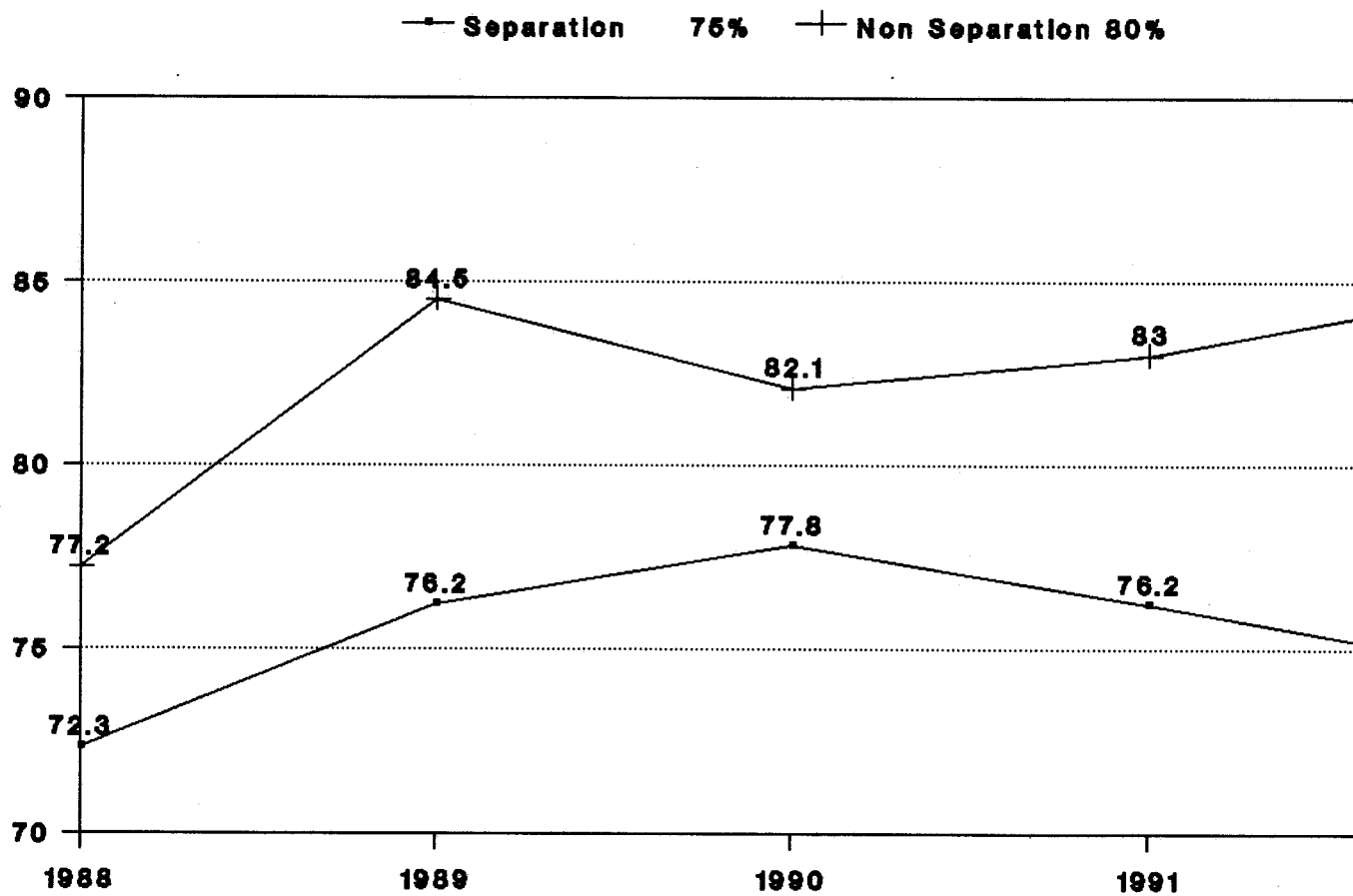
Initial Claims UCX Promptness

National Average Performance -- Page



Fiscal Years 1988 - 1992

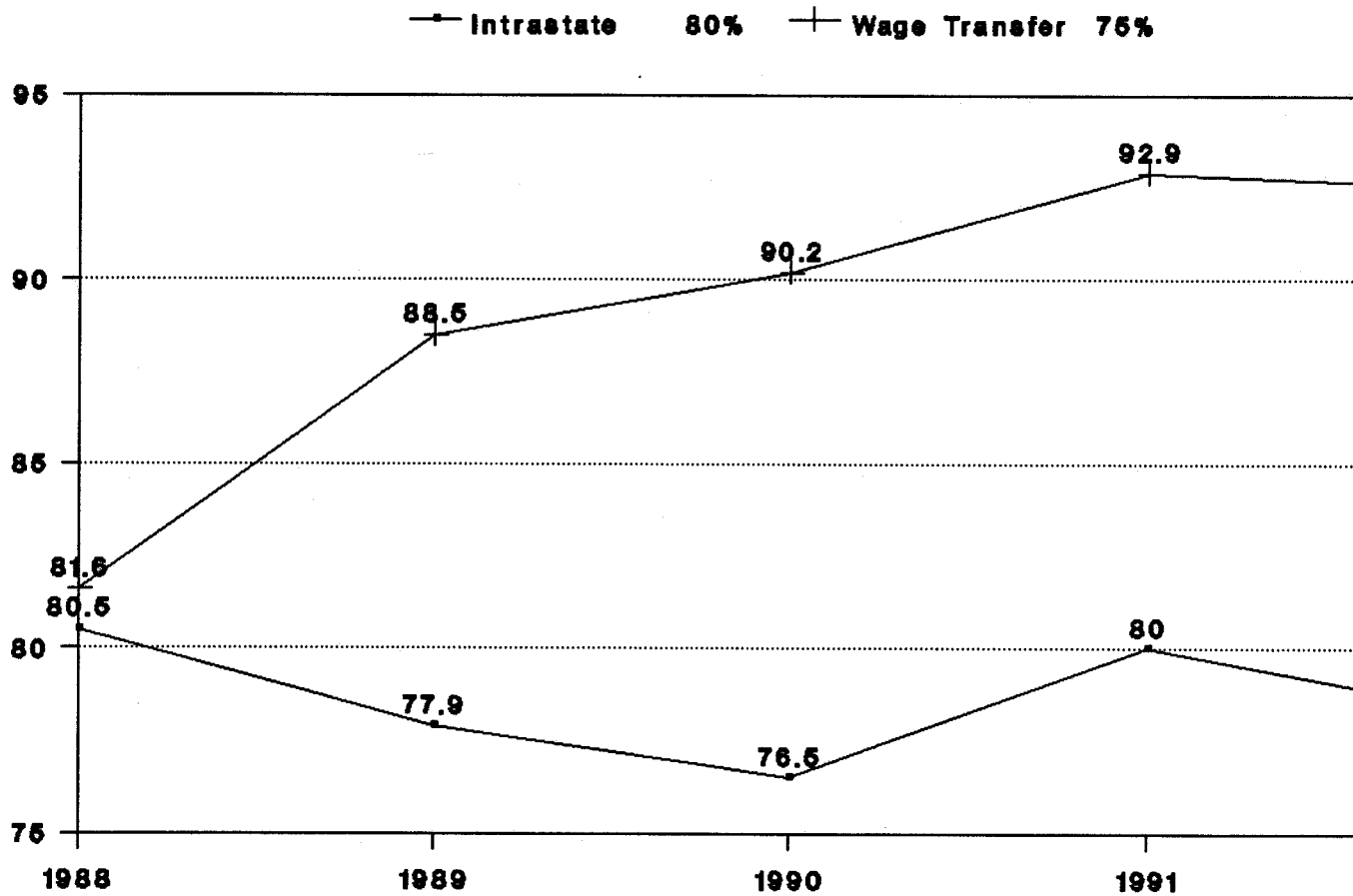
Nonmonetary Determinations -- Intra National Average Performance -- Page



Fiscal Years 1988 - 1992



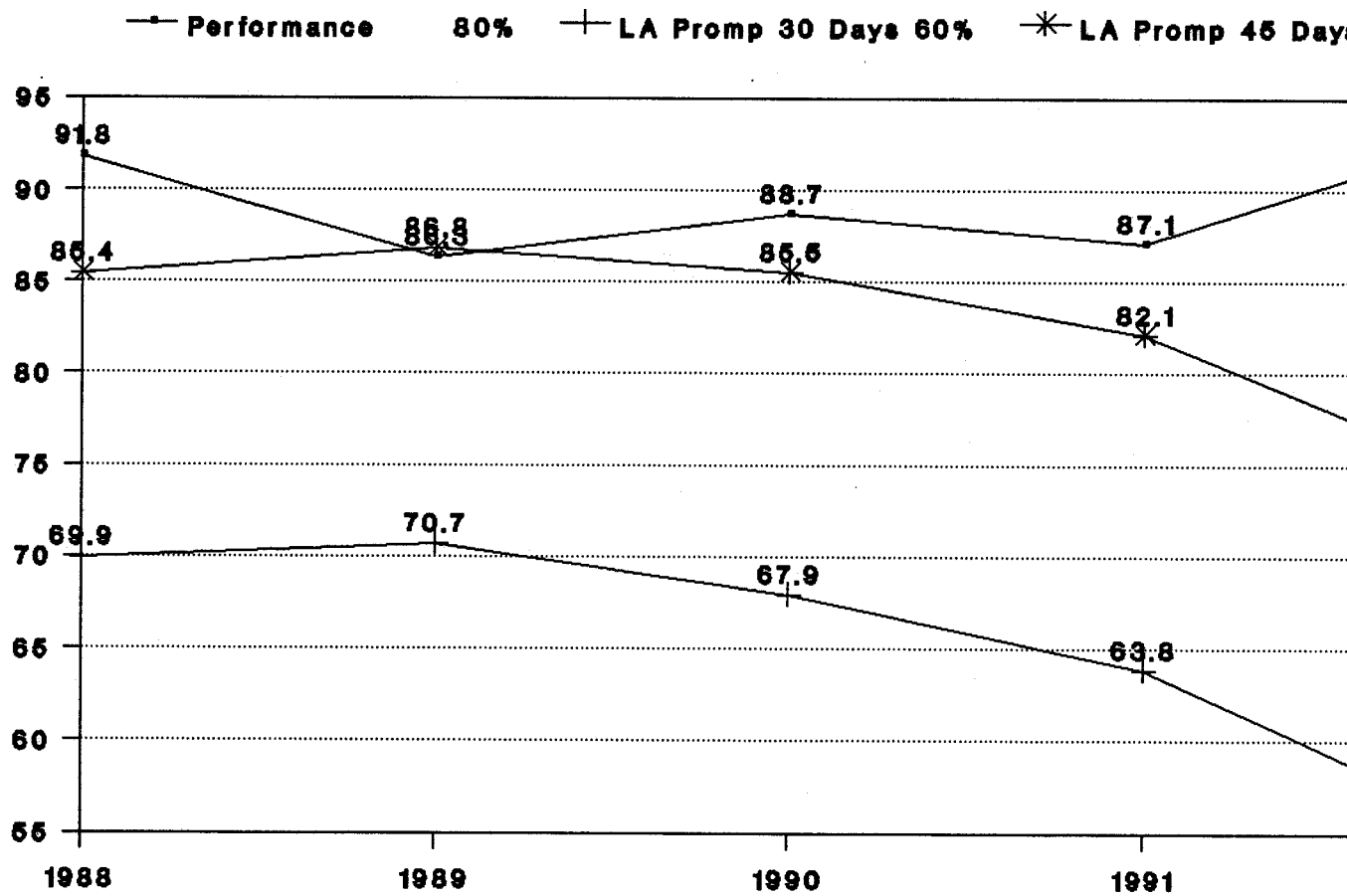
Nonmonetary Determinations -- Prompt National Average Performance -- Page



Fiscal Years 1988 - 1992

Appeals

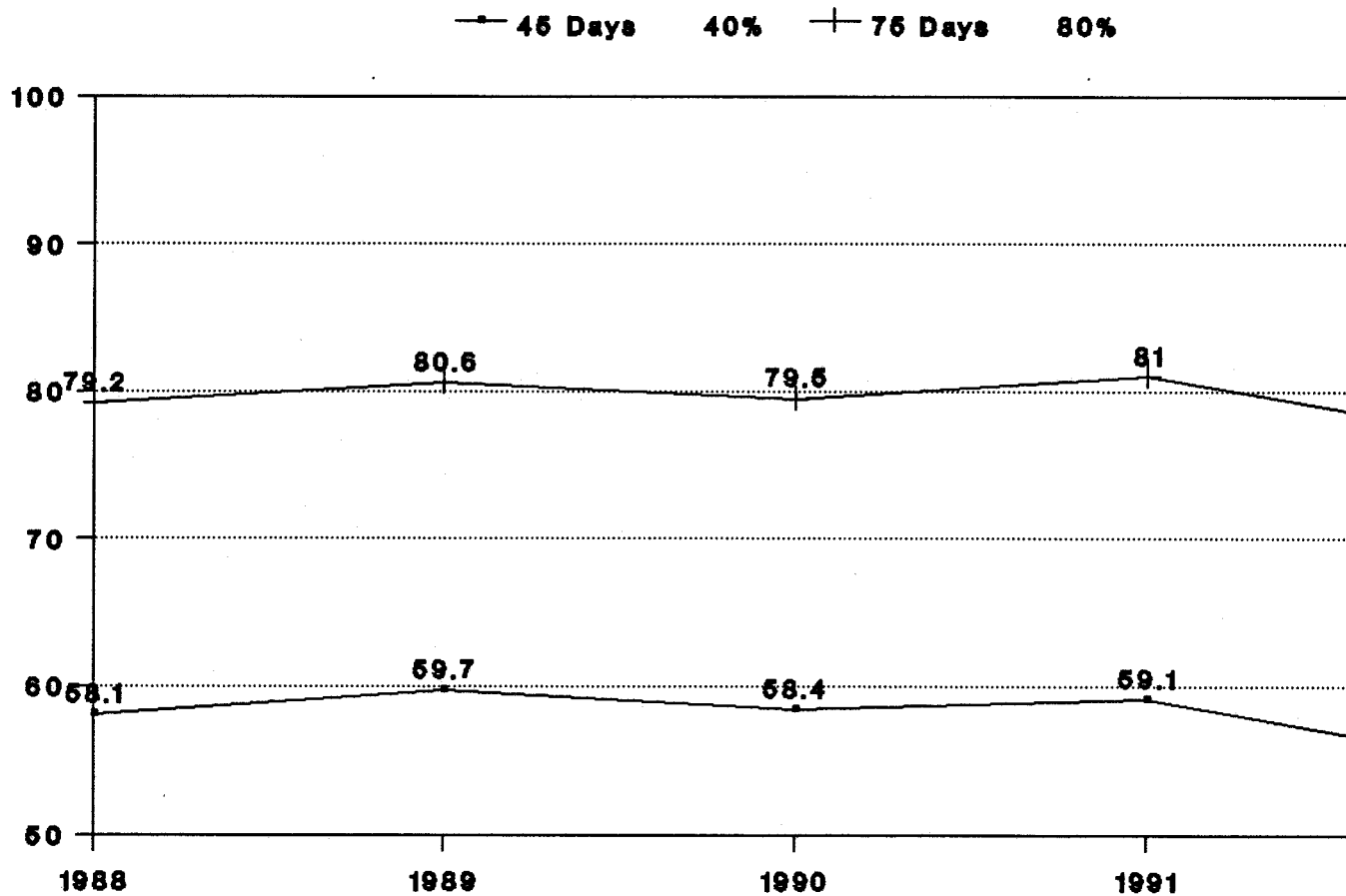
National Average Performance -- Page



Fiscal Years 1988 - 1992



Appeals Higher Authority Promptness National Average Performance -- Page

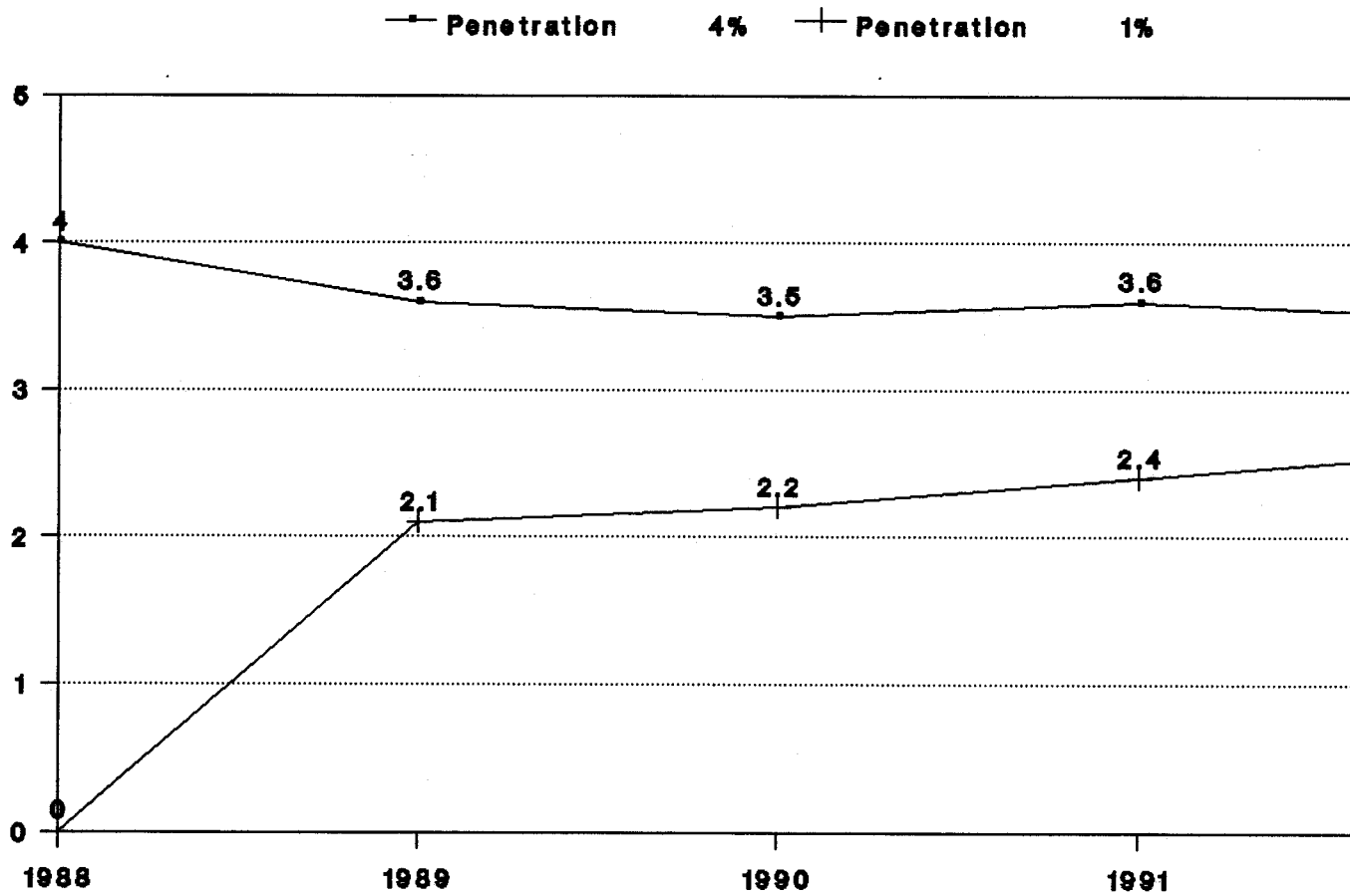


Fiscal Years 1988 - 1992



Field Audit

National Average Performance -- Page

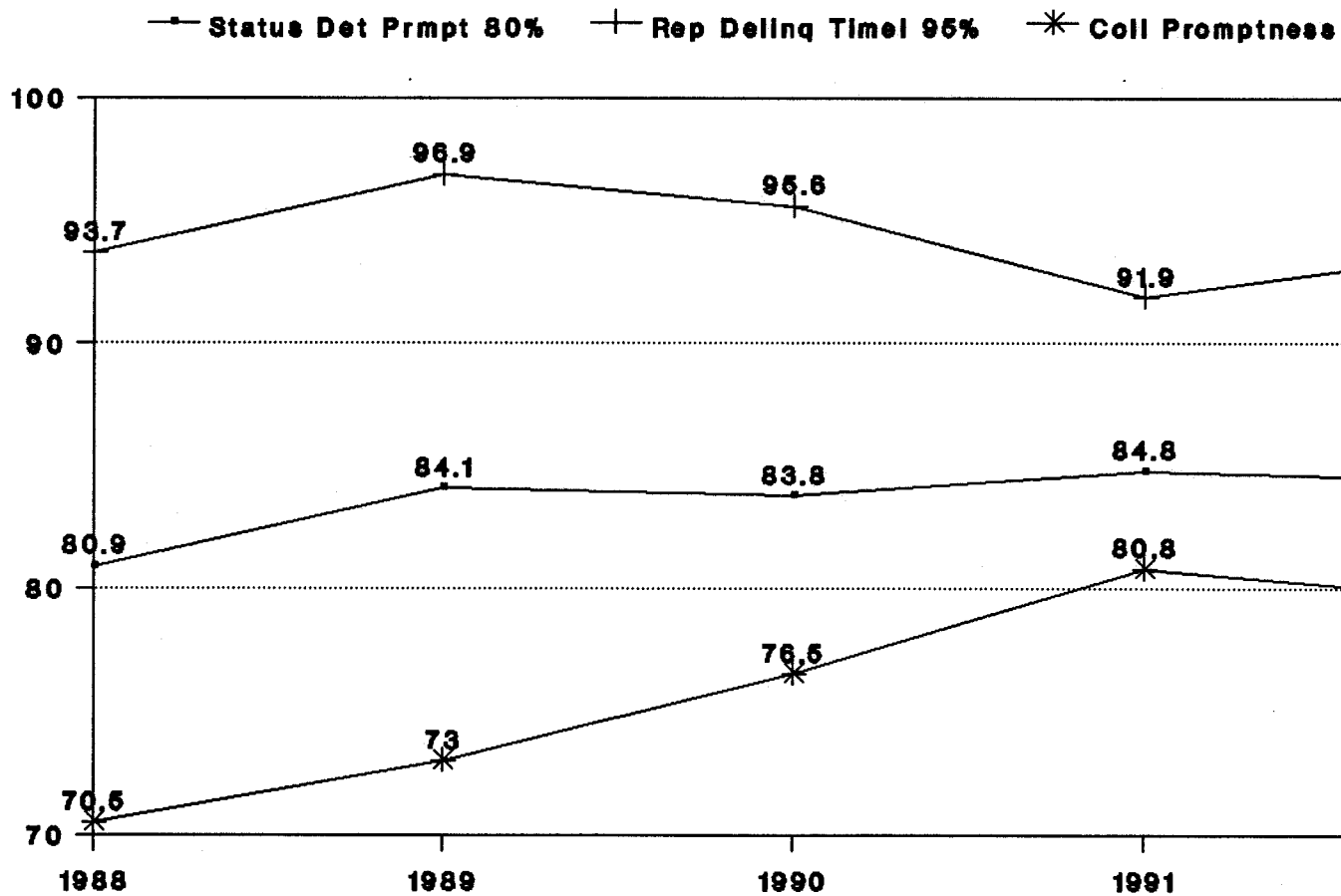


Fiscal Years 1988 - 1992



Tax

National Average Performance -- Page

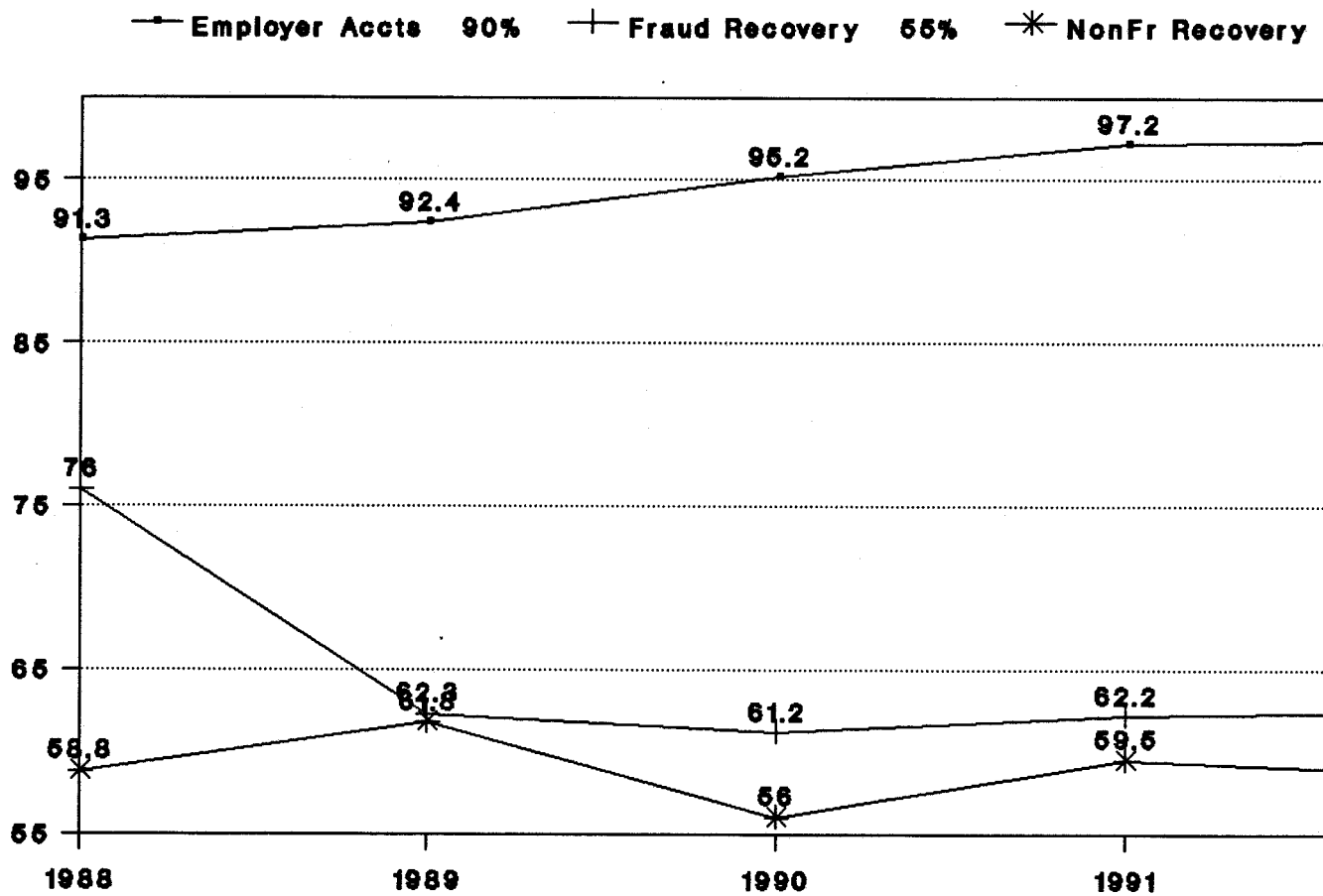


Fiscal Years 1988 - 1992



Cash Management Fraud & Nonfraud R

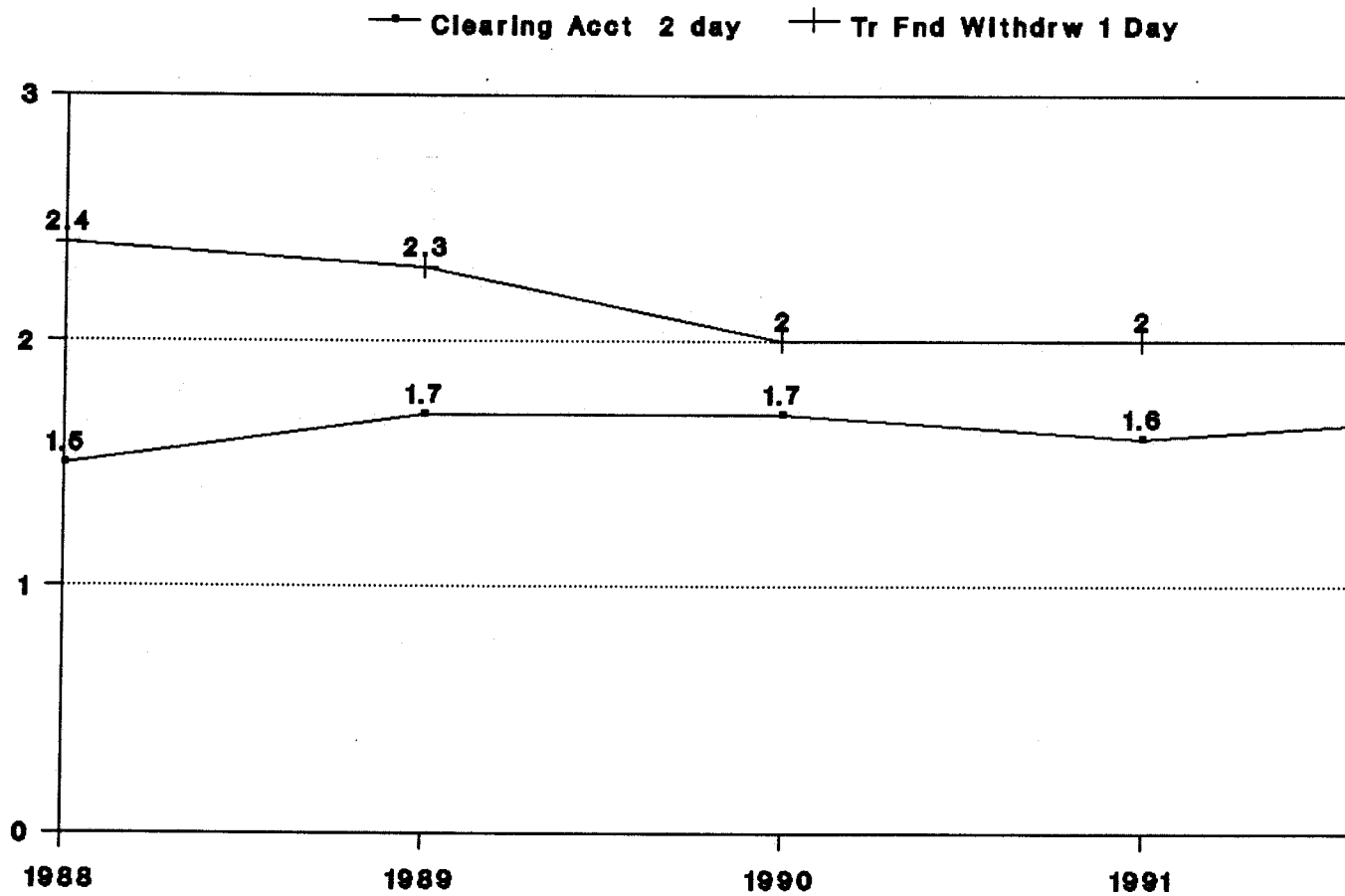
National Average Performance -- Page



Fiscal Years 1988 - 1992

Cash Management

National Average Performance -- Page



Fiscal Years 1988 - 1992

PBP9KHC
FY 1988 - 1992 COMPARISON OF DLA PERFORMANCE
01/22/1993

STATE	PAGE	CLUSTER	MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D
CT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	94.7	94.0	93.2	91.9	93.7
MA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.6	93.7	89.2	91.6	91.3
ME	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.9	93.5	92.7	92.2	89.8
NH	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.1	91.8	86.3N	84.5N	87.3
RI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	89.5	88.4	89.7	92.9	92.8
VT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	88.4	92.6	93.0	93.0	93.4
01	Total Dlas Met		28	6	91.4	6 92.3	5 90.7	5 91.0	6 91.4
NJ	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.8	92.6	92.1	92.6	92.0
NY	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	86.2N	87.5	85.0N	82.8N	82.8N
PR	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	43.3N	43.3N	54.0N	80.2N	87.2
VI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.2	91.9	76.4N	69.2N	76.7N
02	Total Dlas Met		9	2	78.4	3 78.8	1 76.9	1 81.2	2 84.7
DC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.4	91.7	91.1	91.0	87.8
DE	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	95.4	93.6	93.2	94.7	91.9
MD	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	83.2N	85.0N	90.6	90.8	91.2
PA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.5	93.3	93.0	92.4	91.7
VA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	97.6	98.1	97.8	97.8	93.9
WV	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	89.3	89.6	87.3	88.5	91.5
03	Total Dlas Met		28	5	91.7	5 91.9	6 92.2	6 92.5	6 91.3
AL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.5	95.1	95.9	95.3	95.3
FL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.9	92.8	92.1	93.4	92.5
GA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.8	95.4	95.6	96.5	94.6
KY	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	97.8	97.3	97.0	95.4	92.4
MS	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	94.4	94.3	93.8	94.9	92.3
NC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	84.6N	88.3	89.0	91.1	90.7
SC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	96.2	96.7	95.7	97.3	97.6
TN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	97.6	96.9	95.4	96.6	96.6
04	Total Dlas Met		39	7	93.7	8 94.6	8 94.3	8 95.1	8 94.0
IL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	90.1	87.7	89.7	92.0	91.1
IN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	88.3	89.4	89.4	79.0N	86.2N
MI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	87.7	85.6N	95.2	82.4N	86.5N
MN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	94.6	96.4	96.7	97.5	97.7
OH	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	83.8N	82.2N	84.1N	89.3	90.1
WI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.8	93.0	93.5	96.7	96.6
05	Total Dlas Met		22	5	89.7	4 89.1	5 91.4	4 89.5	4 91.4
AR	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.0	91.2	91.3	91.0	90.6
LA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	90.0	89.8	89.1	86.0N	83.2
NM	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	89.2	89.0	88.1	85.2N	84.8N
OK	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	86.9N	91.0	93.4	93.6	91.9
TX	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.5	93.5	93.4	92.8	91.0
06	Total Dlas Met		21	4	90.1	5 90.9	5 91.1	3 89.7	4 89.3
IA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	86.7N	91.0	91.6	92.7	90.0
KS	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	89.1	89.4	90.0	91.7	90.6

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STATE AGE CLUSTER			MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D	
MO	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.4	89.5	90.4	91.0	90.3	90.5
NE	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.7	93.8	95.6	96.4	96.2	95.1
07 Total Dlas Met			19	3	90.2	4 90.9	4 91.9	4 93.0	4 91.8	91.6
CO	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	88.3	91.7	91.9	89.4	82.0N	88.7
MT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	90.6	89.0	88.2	87.9	90.0	89.1
ND	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	92.7	93.8	93.6	94.1	93.1	93.5
SD	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.5	95.0	95.7	95.4	93.9	94.7
UT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.2	90.0	90.0	89.1	87.9	89.6
WY	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	96.2	96.2	96.8	96.6	96.7	96.5
08 Total Dlas Met			29	6	92.1	6 92.6	6 92.7	6 92.1	5 90.6	92.0
AZ	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.5	.0N	90.8	90.9	92.9	73.6
CA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	89.3	87.7	87.6	88.8	88.0	88.3
HI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	87.8	85.3N	88.1	86.1N	89.1	87.3
NV	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	85.2N	94.2	93.7	82.5N	87.1	88.5
09 Total Dlas Met			15	3	89.0	2 66.8	4 90.1	2 87.1	4 89.3	84.4
AK	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	91.1	86.0N	86.6N	89.9	90.2	88.8
ID	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.7	94.4	94.9	95.2	95.1	94.7
OR	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	93.2	92.9	93.0	92.9	91.6	92.7
WA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 14/21	87.0	86.9N	87.3	86.6N	86.1N	86.9N	86.8
10 Total Dlas Met			14	3	91.2	3 90.2	2 90.3	3 91.0	3 91.0	90.7
Measure Total Dlas Met			224	44	90.3	46 88.9	46 90.7	42 90.7	46 90.8	90.3

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STATE	AGE	CLUSTER	MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D
CT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.3	97.3	96.9	96.6	97.0
MA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.7	98.4	97.9	97.7	97.8
ME	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.5	98.5	98.2	98.1	97.3
NH	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.5	97.1	95.6	94.7	95.3
RI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.5	97.2	97.3	97.9	97.8
VT	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.5	97.6	97.7	97.8	97.7
01	Total Dlas Met		30	6	97.3	6	97.7	6	97.3
NJ	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.7	97.8	97.8	98.2	97.9
NY	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.2	96.6	96.4	93.8	95.5
PR	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	80.6N	73.0N	80.3N	92.1N	95.1
VI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.8	97.9	90.7N	89.6N	94.1
02	Total Dlas Met		14	3	93.1	3	91.3	2	91.3
DC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.2	95.9	95.4	95.6	93.9
DE	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.6	97.1	97.2	97.6	96.2
MD	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	92.3N	93.5	96.0	96.7	96.5
PA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.8	98.1	98.0	97.7	97.8
VA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	98.8	99.0	99.0	99.0	98.3
WV	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	98.3	98.1	96.2	96.9	98.0
03	Total Dlas Met		29	5	96.8	6	97.0	6	97.3
AL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.0	97.8	98.0	98.2	98.5
FL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.3	97.4	97.2	97.7	97.4
GA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.7	97.9	98.1	98.5	97.4
KY	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	99.7	99.7	99.7	97.7	97.3
MS	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.7	98.1	98.0	98.3	97.2
NC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.1	96.7	96.6	97.4	96.8
SC	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	99.2	99.6	99.4	99.6	99.5
TN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	99.0	98.9	99.0	98.9	98.5
04	Total Dlas Met		40	8	98.0	8	98.3	8	98.3
IL	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.4	96.7	96.9	97.7	97.6
IN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	95.3	97.1	97.2	94.2	95.9
MI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	95.8	95.4	98.9	98.2	98.2
MN	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	99.1	99.4	99.5	99.7	99.8
OH	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	94.6	94.7	95.4	97.0	97.3
WI	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.2	96.8	97.2	98.4	98.4
05	Total Dlas Met		30	6	96.6	6	96.7	6	97.5
AR	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.4	96.7	96.7	97.0	96.7
LA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	95.9	96.3	95.9	95.2	96.1
HM	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.3	96.9	97.0	96.7	96.2
OK	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	97.3	96.8	97.5	97.5	97.4
TX	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	95.3	97.3	97.0	97.2	96.9
06	Total Dlas Met		25	5	96.6	5	96.8	5	96.8
IA	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.4	96.8	97.1	97.6	97.0
KS	02	INITIAL CLAIMS	INTRASTATE PROMPTNESS 35	93.0	96.2	96.7	96.5	97.1	96.3

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STATE AGENCY CLUSTER				MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D	
MO	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.1	98.3	98.3	98.5	98.3	98.3
NE	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.4	98.6	98.8	98.9	99.0	98.7
07 Total Dlas Met				20	4	97.3	4 97.6	4 97.7	4 98.0	4 97.7	97.6
CO	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	95.9	97.1	96.9	97.1	94.3	96.3
MT	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	97.6	96.9	97.0	96.4	97.3	97.0
ND	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.8	98.9	98.8	98.7	98.8	98.8
SD	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.4	98.1	98.6	98.9	98.3	98.5
UT	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.0	98.1	98.3	98.2	98.0	98.1
WY	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.8	99.0	98.9	98.8	98.8	98.9
08 Total Dlas Met				30	6	97.9	6 98.0	6 98.1	6 98.0	6 97.6	97.9
AZ	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.2	.0N	97.6	97.6	98.0	78.3
CA	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	97.7	97.4	97.5	97.9	97.7	97.6
HI	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	95.1	94.2	96.8	97.9	97.6	96.3
NV	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	97.1	97.4	97.4	94.7	94.3	96.2
09 Total Dlas Met				19	4	97.0	3 72.3	4 97.3	4 97.0	4 96.9	92.1
AK	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.8	98.0	98.3	98.6	98.8	98.5
ID	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.6	98.7	98.7	98.8	98.7	98.7
OR	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	98.0	98.0	97.8	98.0	98.0	98.0
WA	02	INITIAL CLAIMS		INTRASTATE PROMPTNESS 35	93.0	97.2	95.6	95.5	95.7	95.4	95.9
10 Total Dlas Met				20	4	98.2	4 97.6	4 97.6	4 97.8	4 97.7	97.8
Measure Total Dlas Met				257	51	97.0	51 95.1	51 97.1	51 97.3	53 97.2	96.7

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STATE CLUSTER				MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D	
CT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	80.9	77.8	71.4	51.9N	70.4	70.5	
MA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	69.2N	68.3N	73.3	73.4	73.2	71.5	
ME	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	74.3	77.5	77.4	56.9N	50.6N	67.3	
NH	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	76.7	90.2	80.4	67.6N	74.5	77.9	
RI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	73.0	74.4	66.2N	65.3N	74.6	70.7	
VT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	78.6	78.2	73.4	70.8	64.9N	73.2	
01 Total Dlas Met				21	5	75.5	5 77.7	5 73.7	2 64.3	4 68.0	71.8
NJ	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	81.3	74.7	73.2	71.4	69.2N	74.0	
NY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	40.2N	60.6N	65.1N	64.1N	57.1N	57.4	
PR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	57.2N	27.5N	38.8N	72.5	78.5	54.9	
VI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	63.1N	75.9	43.3N	41.7N	56.2N	56.0	
02 Total Dlas Met				7	1	60.5	2 59.7	1 55.1	2 62.4	1 65.3	60.6
DC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	89.0	86.9	85.9	81.6	77.1	84.1	
DE	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	87.3	93.8	84.4	78.9	59.3N	80.7	
MD	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	53.1N	54.8N	79.1	75.2	70.1	66.5	
PA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	81.8	83.2	81.6	81.2	72.4	80.0	
VA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	85.8	87.3	88.6	90.0	79.4	86.2	
WV	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	80.3	79.3	82.4	83.8	80.4	81.2	
03 Total Dlas Met				27	5	79.6	5 80.9	6 83.7	6 81.8	5 73.1	79.8
AL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	69.9N	88.0	86.9	87.9	90.5	84.6	
FL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	80.8	81.2	81.5	82.3	80.1	81.2	
GA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	87.1	87.7	84.1	86.2	82.6	85.5	
KY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	85.9	87.8	85.7	78.4	73.3	82.2	
MS	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	84.4	85.6	85.0	79.6	77.5	82.4	
NC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	74.1	77.1	74.9	73.5	74.1	74.7	
SC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	86.4	91.3	88.9	91.7	92.0	90.1	
TN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	92.0	90.1	87.5	84.6	82.6	87.4	
04 Total Dlas Met				39	7	82.6	8 86.1	8 84.3	8 83.0	8 81.6	83.5
IL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	80.4	75.2	76.2	80.8	75.1	77.5	
IN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	54.5N	68.6N	57.3N	30.9N	57.3N	53.7	
MI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	70.7	68.8N	73.0	79.5	73.1	73.0	
MN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	73.3	75.8	81.4	86.5	83.3	80.1	
OH	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	59.5N	58.6N	73.6	75.5	71.0	67.6	
WI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	76.4	76.6	77.9	85.1	82.0	79.6	
05 Total Dlas Met				22	4	69.1	3 70.6	5 73.2	5 73.1	5 73.6	71.9
AR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	79.1	80.2	77.0	76.4	65.0N	75.5	
LA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	81.9	73.8	69.2N	70.0	78.1	74.6	
NM	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	75.3	73.4	73.1	70.4	70.9	72.6	
OK	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	79.4	77.6	81.9	80.5	75.1	78.9	
TX	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	84.7	84.1	82.0	77.7	73.1	80.3	
06 Total Dlas Met				23	5	80.1	5 77.8	4 76.6	5 75.0	4 72.4	76.4
IA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	66.1N	70.6	78.8	76.8	72.6	73.0	
KS	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	74.6	74.0	77.4	79.5	75.1	76.1	

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STATE CLUSTER

MEASURE

DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D
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MO	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	82.7	70.8	64.1N	69.8N	69.5N	71.4				
NE	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	76.8	78.5	80.8	81.6	80.9	79.7				
07	Total Dlas Met		16	3	75.1	4	73.5	3	75.3	3	76.9	3	74.5	75.1
CO	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	71.5	79.2	77.1	70.7	62.5N	72.2				
MT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	71.1	73.3	74.7	73.2	72.2	72.9				
ND	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	82.3	84.7	86.5	86.2	78.9	83.7				
SD	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	87.8	86.6	90.5	89.1	85.4	87.9				
UT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	77.8	74.9	71.5	72.7	72.4	73.9				
WY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	78.7	87.2	85.8	84.5	76.4	82.5				
08	Total Dlas Met		29	6	78.2	6	81.0	6	81.0	6	79.4	5	74.6	78.8
AZ	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	77.3	.0N	62.5N	69.7N	69.5N	55.8				
CA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	75.8	71.9	74.6	73.6	43.9N	68.0				
HI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	71.2	70.2	73.0	69.7N	72.7	71.4				
NV	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	61.2N	75.8	80.9	82.5	77.6	75.6				
09	Total Dlas Met		13	3	71.4	3	54.5	3	72.8	2	73.9	2	65.9	67.7
AK	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	69.9N	65.6N	69.5N	74.5	67.2N	69.3				
ID	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	72.5	80.4	81.4	81.0	81.5	79.4				
OR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	82.8	81.6	82.9	81.9	77.9	81.4				
WA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 14/21	70.0	76.2	74.6	72.2	68.9N	67.6N	71.9				
10	Total Dlas Met		14	3	75.4	3	75.6	3	76.5	3	76.6	2	73.6	75.5
Measure Total Dlas Met			211	42	75.5	44	75.3	44	76.3	42	75.3	39	73.0	75.1

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STATE PAGE CLUSTER				MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D	
CT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	88.7	86.7	84.6	76.4N	84.0	84.1	
MA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	86.0	88.3	89.8	88.9	88.8	88.4	
ME	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.3	95.0	94.2	89.9	84.8	91.4	
NH	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	89.1	94.6	89.8	85.8	87.3	89.3	
RI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.5	93.6	91.1	91.2	93.7	92.6	
VT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.1	93.7	91.7	89.9	89.2	91.3	
01 Total Dlas Met				29	6	90.5	6 92.0	6 90.2	5 87.0	6 88.0	89.5
NJ	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	90.2	87.6	84.5	85.3	85.2	86.6	
NY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	75.6N	81.7	82.9	83.7	79.0	80.6	
PR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	85.4	64.4N	72.2N	86.7	90.0	79.7	
VI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	85.7	94.0	87.1	86.5	83.4	87.3	
02 Total Dlas Met				17	3	84.2	3 81.9	3 81.7	4 85.6	4 84.4	83.6
DC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	94.1	93.6	94.6	93.4	92.5	93.6	
DE	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.8	96.6	91.6	91.7	82.6	91.1	
MD	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	77.3N	71.8N	86.9	85.8	82.9	80.9	
PA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	91.2	91.9	91.8	92.6	91.0	91.7	
VA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	90.9	92.0	92.6	93.8	92.2	92.3	
WV	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	94.1	93.3	93.2	95.4	95.3	94.3	
03 Total Dlas Met				28	5	90.1	5 89.9	6 91.8	6 92.1	6 89.4	90.7
AL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	91.9	91.9	90.9	93.4	95.2	92.7	
FL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.0	93.4	94.1	94.5	93.4	93.7	
GA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.9	94.2	92.7	93.3	91.5	93.1	
KY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.5	95.9	96.8	90.3	88.3	93.4	
MS	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	94.8	96.0	95.6	94.2	94.2	95.0	
NC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.0	91.6	88.8	91.1	90.0	90.7	
SC	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	96.4	98.5	97.3	98.8	98.4	97.9	
TN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.9	95.7	94.8	93.9	93.8	94.8	
04 Total Dlas Met				40	8	94.2	8 94.7	8 93.9	8 93.7	8 93.1	93.9
IL	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.8	92.5	93.1	94.3	94.3	93.6	
IN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	86.0	90.0	86.0	74.0N	83.6	83.9	
MI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	84.5	86.7	87.5	92.7	89.3	88.1	
MN	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.9	95.4	95.7	98.1	97.3	96.1	
OH	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	81.9	84.5	89.4	88.9	87.8	86.5	
WI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	85.3	86.1	88.5	92.9	92.3	89.0	
05 Total Dlas Met				29	6	87.6	6 89.2	6 90.0	5 90.2	6 90.8	89.5
AR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.3	91.6	91.7	91.2	87.0	90.8	
LA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.7	91.0	87.3	86.9	92.0	90.0	
NM	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	89.8	91.6	91.9	92.6	90.6	91.3	
OK	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.3	92.2	94.7	95.4	92.8	93.7	
TX	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	92.8	94.1	94.0	93.3	92.8	93.4	
06 Total Dlas Met				25	5	92.2	5 92.1	5 91.9	5 91.9	5 91.0	91.8
IA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	88.7	85.1	91.6	90.8	89.1	89.1	
KS	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	89.3	89.4	92.0	93.6	91.7	91.2	

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STATE AGENCY CLUSTER			MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D
MO	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.2	94.9	93.7	95.3	95.5
NE	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.3	96.7	96.5	96.6	97.0
07 Total Dlas Met			20	4	92.1	4 91.5	4 93.5	4 94.1	4 93.3
CO	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	87.5	90.5	90.4	90.4	87.1
MT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	89.5	93.2	92.5	92.6	93.5
ND	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.3	95.3	97.0	97.5	93.5
SD	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.5	96.4	98.8	97.0	95.5
UT	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	91.8	92.4	91.5	94.2	92.0
WY	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	94.3	97.2	95.9	95.1	95.1
08 Total Dlas Met			30	6	92.3	6 94.2	6 94.4	6 94.5	6 92.8
AZ	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	94.0	90.5	89.0	92.0	91.9
CA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	93.0	91.7	92.8	93.6	85.8
HI	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	90.0	92.7	91.4	92.0	92.5
NV	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	90.8	88.3	91.7	93.1	92.1
09 Total Dlas Met			19	4	92.0	3 68.2	4 91.2	4 92.7	4 90.6
AK	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	96.3	95.5	96.2	97.1	93.2
ID	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	90.7	94.5	95.1	93.7	94.5
OR	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	95.3	95.1	96.0	95.8	95.0
WA	03	INITIAL CLAIMS	INTERSTATE PROMPTNESS 35	78.0	91.1	90.5	90.5	88.5	87.9
10 Total Dlas Met			20	4	93.4	4 93.9	4 94.5	4 93.8	4 92.7
Measure Total Dlas Met			257	51	91.0	50 89.6	52 91.5	51 91.6	53 90.7

90.9

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STATE AGE CLUSTER			MEASURE	DLA	Per M 88 D	Per M 89 D	Per M 90 D	Per M 91 D	Per M 92 D	
CT	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	90.8	83.7	80.0	48.3N	82.3	77.0
MA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	86.3	87.3	84.7	82.3	86.8	85.5
ME	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	73.8	86.3	69.8N	73.7	67.6N	74.2
NH	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	77.6	75.5	55.3N	68.1N	73.9	70.1
RI	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	84.0	75.9	69.5N	69.5N	69.7N	73.7
VT	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	69.8N	71.9	80.6	71.4	83.9	75.5
01 Total Dlas Met			21	5	80.4	6 80.1	3 73.3	3 68.9	4 77.4	76.0
NJ	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	85.6	81.0	79.8	77.5	77.1	80.2
NY	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	79.1	82.9	78.3	74.6	74.7	77.9
PR	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	31.7N	42.0N	44.6N	80.0	80.8	55.8
VI	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	60.0N	75.0	.0N	28.1N	29.4N	38.5
02 Total Dlas Met			13	2	64.1	3 70.2	2 50.7	3 65.1	3 65.5	63.1
DC	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	92.3	89.1	88.7	85.8	79.0	87.0
DE	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	87.0	84.9	85.0	81.1	87.6	85.1
MD	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	59.8N	72.5	80.6	77.1	80.3	74.1
PA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	84.9	82.5	79.3	71.3	70.2	77.6
VA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	93.8	95.1	93.9	91.3	91.6	93.1
WV	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	83.0	93.6	90.5	90.8	86.5	88.9
03 Total Dlas Met			29	5	83.5	6 86.3	6 86.3	6 82.9	6 82.5	84.3
AL	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	88.3	93.8	92.0	92.3	92.1	91.7
FL	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	87.9	89.1	90.9	92.4	92.8	90.6
GA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	93.2	92.9	94.3	93.6	90.7	92.9
KY	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	96.8	96.7	96.4	93.0	86.9	94.0
MS	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	88.9	88.8	91.7	85.3	80.8	87.1
NC	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	87.7	90.8	87.5	88.2	80.2	86.9
SC	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	97.6	98.7	95.9	99.5	99.2	98.2
TN	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	97.4	98.5	98.2	96.7	96.1	97.4
04 Total Dlas Met			40	8	92.2	8 93.7	8 93.4	8 92.6	8 89.9	92.3
IL	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	74.1	69.5N	73.4	86.9	83.9	77.6
IN	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	80.8	75.2	74.7	63.6N	76.8	74.2
MI	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	73.9	74.7	92.5	80.4	85.7	81.4
MN	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	88.3	83.2	83.3	93.3	91.3	87.9
OH	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	73.7	60.0N	55.0N	54.8N	67.9N	62.3
WI	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	90.1	90.9	92.2	89.2	87.9	90.1
05 Total Dlas Met			24	6	80.2	4 75.6	5 78.5	4 78.0	5 82.3	78.9
AR	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	87.0	68.4N	72.8	71.5	72.4	74.4
LA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	81.2	80.7	78.7	78.9	78.9	79.7
NM	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	90.1	85.0	83.9	80.3	82.6	84.4
OK	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	89.7	88.2	89.8	89.2	85.2	88.4
TX	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	79.8	78.8	80.4	72.6	85.9	79.5
06 Total Dlas Met			24	5	85.6	4 80.2	5 81.1	5 78.5	5 81.0	81.3
IA	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	70.4	83.5	71.2	79.1	69.9N	74.8
KS	04	INITIAL CLAIMS	UCFE PROMPTNESS 14/21	70.0	82.3	84.1	83.5	87.3	86.1	84.7